



# ITSM and ITIL Fundamentals Course

Change begins with understanding - ITSM and ITIL provide consistent concepts, models terminology and best practices to help organizations build and deliver superior services.

“Proctor & Gamble adopted the ITIL model in 1997 and claims that through ITIL it has saved more than US\$500 million over four years.”

- ZDNet,  
January 2003

## Background

Whether the business need is the assurance that employee pay is accurately calculated and deposited or dependable telecommunications across the globe, organizations depend on IT to fulfill their mandate more than at any other time. The potential negative impact of a failed service can have significant consequences. Recent headlines outlining the impact of on-line banking and airline system reservation failures provide concrete examples of this dependence.

## ITSM and ITIL – A Best-Practice Approach

Information Technology Service Management (ITSM) is the discipline that covers all aspects related to the management of IT services. Its goal is to optimize the value IT brings to the business by providing the highest level of service through the optimal use of budgetary, technological and human resources. ITSM is made up of the 10 interrelated processes:

- Incident management
- Problem management
- Change management
- Configuration management
- Release management
- Service Level management
- Availability management
- Capacity management
- Financial management
- Continuity management

The Information Technology Infrastructure Library (ITIL) is a framework of industry best practices for ITSM. ITIL provides proven methods for planning common processes, roles and activities. Developed in the late 80's in the UK and is now the accepted de facto international standard for ITSM.

## Course Synopsis

The objectives of the KOAN-IT ITSM and ITIL Fundamentals course are to:

- Provide a comprehensive overview of ITSM processes, including goals, key terms, metrics and considerations;
- Inform participants on how to approach an ITSM implementation within your organization including implementation considerations and pitfalls;
- Provide a forum for participants to discuss the applicability ITSM and ITIL in your organization; and
- Prepare participants to pass the ITIL Foundation exam.

The course is built on the premise that, in order to be successful, training must be more than academic. Throughout the course, real life examples and case studies are used to re-enforce the material, helping participants see the value of ITSM and understand how it can be applied.

The KOAN-IT ITSM and ITIL Fundamentals course can be tailored to meet the needs of your organization.

With minimal up-front effort, KOAN-IT can adapt the course materials to include examples and case studies specific to your organization.

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## Course Details

**Audience** - The course is targeted to IT resources that will be involved in IT Service Management. It can also be beneficial to users that are closely involved with IT. There are no specific prerequisites for the course other than a general understanding of Information Technology.

**Course Logistics** – The course can be delivered on-site, at KOAN-IT's training facility or at any off-site location. Normally the course, without exam, requires two days of instructor led training. Each participant receives all presentation and case study material, as well as the IT Service Management Forum ITIL handbook.

**Flexible Delivery** - The course is highly customizable. Depending on your organization's needs, it can be delivered during or after work hours, can be bundled with the certification exam session and can be tailored to address organization specific needs, such as unique case studies or more depth in the most applicable areas of ITIL.

## Course Outline

### Introduction to ITSM and ITIL

- General course introduction covering focus, approach and logistics
- ITSM overview, including what it is and its objectives, why it is required, what are its benefits, who uses it and the key concepts and definitions supporting it;
- ITIL, including its history, why it is required, and how it is laid out.

### ITSM Processes

For each of the ITIL processes (including the Service Desk function and Security Management):

- General description, including objectives and benefits;
- Key terminology; process specific details;
- Metrics, including key performance indicators and critical success factors; and
- Specific considerations

### ITSM Implementation

- Organizational implementation aspects;
- ITSM software considerations; and
- ITSM project approaches.

### Key Concepts and Terminology Review

This section provides a review of the key concepts and terminology presented in the course to ensure participants are well prepared for the foundation level exam.

### Exam

A one-hour multiple-choice exam administered by Loyalist College. The college forwards results to the participants individually by mail.