**Pultorak** | Official
**Curriculum**

# Course 1970: ITIL® Awareness

## About this course

This half-day course provides a general introduction to IT Service Management. The focus is on key terminologies used, what the different service management processes are, and how implementing service management practices can benefit the business and IT in general.

## Audience

IT and business professionals responsible for developing, supporting, operating, or providing IT services.

## Prerequisites

There are no prerequisites for this course.

## Duration

½ day (4 hours).

## Learning Objectives

After completing this course, learners will be able to describe:

- Service management as practice
- The ITIL service lifecycle
- Generic concepts and definitions
- Key principles and models
- Selected processes
- Selected functions
- Selected roles
- Technology and architecture
- ITIL Competence and training

## Course Outline

Module 1: Service Management as a Practice

Module 2: The ITIL Service Lifecycle

Module 3: Processes, Functions, and Roles in the Service Lifecycle

Module 4: Implementation Considerations

For more information or to place an order, visit pultorak.com or contact us at (206) 729-1107 or info@pultorak.com.