



## **ITIL Service Management Awareness**

### **Objective**

The objective of these half day or day long sessions is to provide an understanding and knowledge of the fundamentals of Service Management and ITIL. In addition, to ensure that all delegates will be able to consider how the framework can be utilised to their benefit within the context and environment they work in. The importance of the value and benefits of ITIL showing real world case studies will be included.

### **Audience**

The awareness sessions are an invaluable first step for many in considering ITIL and Service Management. The sessions can be used in many ways including as part of the adapting of Service Management within a business as a module of the education process – some may only need this session while others will complete an accreditation programme like ITIL Foundation. Awareness sessions are used more often to communicate the value and return on investment to senior management. Sessions can be as focused as one hour but are up to one day.

### **The Sessions**

The sessions are tailored to the audience and the business. The value of these deliveries is that they are in the context of the company. An awareness session can take many forms based on the need of the company, departments of the company or areas of the business.