



KIDS & TEENS FREELANCING TRAINING INSTITUTE

Information Technology Infrastructure Library(ITIL) Course Outline

Module 1: Introduction to ITIL

- What is ITIL and how it helps businesses deliver better IT services
 - Real-life example: How IT services keep your favorite apps and websites running
 - ITIL framework overview and its importance
 - Understanding service lifecycle: Strategy, Design, Transition, Operation, and Improvement
 - Activity: Review an IT service management case study
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Module 2: ITIL Service Strategy

- The importance of aligning IT services with business needs
 - Real-life example: Deciding what IT services are essential for a company
 - Service portfolio management and demand management
 - Activity: Create a service strategy for a company
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Module 3: ITIL Service Design

- Designing IT services that meet business goals
 - Real-life example: How designing a customer support service can improve user experience
 - Service catalog management and service level agreements (SLAs)
 - Activity: Create a basic service design for an online store
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Module 4: ITIL Service Transition

- Managing changes in the IT environment without disrupting services
 - Real-life example: Migrating a website to a new server without downtime
 - Change management, release management, and deployment management
 - Activity: Design a service transition plan for software updates
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Module 5: ITIL Service Operation

- Ensuring IT services are delivered effectively and without interruption
 - Real-life example: Keeping a website live 24/7
 - Incident management, problem management, and request fulfillment
 - Activity: Simulate an incident response and resolution process
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Module 6: ITIL Continual Service Improvement

- The importance of continuous improvement in IT services
 - Real-life example: Analyzing and improving an app's performance after launch
 - Methods for identifying areas of improvement in services
 - Activity: Propose improvements for an existing IT service
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Module 7: Key ITIL Processes and Functions

- Understanding the core ITIL processes and functions: Incident Management, Change Management, Service Desk, etc.
 - Real-life example: How a service desk handles technical support requests
 - Activity: Identify processes that improve customer satisfaction in IT services
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Module 8: Preparing for ITIL Certification Exam

- Tips and resources to prepare for the ITIL certification exam
 - Real-life example: How passing the ITIL exam can boost your career in IT service management
 - Practice exam questions and mock tests
 - Activity: Take a practice exam to assess your ITIL knowledge
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Bonus Materials

- ITIL certification study guide
- Sample ITIL exam questions
- List of ITIL certification levels
- Certificate of Completion for ITIL Certification