

# ITIL BRIEFING

## BUSINESS OBJECTIVE

*ITIL describes a systematic, professional approach to managing IT services. Today, ITIL is the de-facto standard in the area of service management.*

*It contains comprehensive publicly accessible documentation on the planning, provision and support of IT services.*

*The implementation of ITIL will align your IT-services to your company's need along an international standard.*

## TOPICS

ITIL  
ISO 20000  
Process Improvement

## RELATED SERVICES

ITIL Training  
ITIL Consultancy  
Help Desk Audit

## CONTENT

ITIL provides the basis for improvement of the use and effect of an operationally deployed IT infrastructure. ITIL describes the architecture for establishing and operating IT service management.

The ITIL Briefing will browse the best practice approach described in ITIL and describes how they will benefit to your organisation. The Briefing covers and highlights :

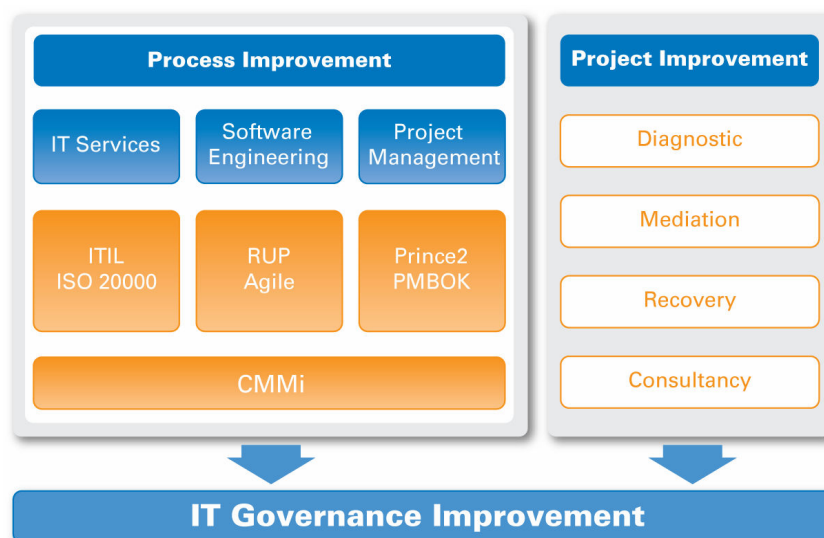
- Support for the business processes and the tasks of IT decision makers
- Definition of functions, roles and responsibilities in the services sector
- Reduced expenditure in developing processes, procedures and job instructions
- Basis for a systematic approach to quality management in IT service management
- Improved customer satisfaction through better and measurable performance of the IT service quality
- Improved employee satisfaction and reduced fluctuations in personnel levels
- Improved communication and information between IT personnel and their customers

## DURATION

2 to 3 hours

## COST

Per session: 500€



## BENEFITS

- Better service delivery
- Process improvement
- Increase in awareness
- Accurate overview of ITIL

## CONTACT

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