



# ITIL LITE®

## About HDI®

HDI, the world's largest membership association for IT service and support professionals, focuses on establishing best industry practices, developing certification and training programs based on internationally-recognized standards\*, and providing members with timely access to valuable industry resources and events.

## Course Description

The ITIL Lite® Online course is designed to offer both IT and non-IT corporate staff a high level introduction to the concepts, terms, benefits and relationships within the core IT Service management processes and functions. This course provides participants with a raised awareness and understanding of the Information Technology Infrastructure Library (ITIL) best practice framework and its application.

## Course Objectives

Participants will learn the function of the Service Desk and its 10 related foundational processes. The course provides participants with raised awareness and understanding of:

- ITIL and IT Service Management best practices in the context of service improvement and IT Service Excellence
- What is ITIL's purpose and impact to the IT department and overall business
- Adopting ITIL and/or process improvement best practices
- ITIL Service Support Process best practices and benefits
- How ITIL and service improvement best practices can be harnessed to align IT services for maximum business impact
- Utilizing ITIL best practices to meet ongoing business challenges
- Function of the service desk and its 10 related foundational processes
- ITIL Service Delivery Process best practices and business benefits

## Who Should Attend

Participants are not required to have IT experience and can be:

- Members of IT departments and business units supported by the IT process
- IT Staff and middle managers, senior managers and upper corporate management
- IT professionals who are pursuing ITIL certification
- Project managers responsible for technology and process Development

## Prerequisites

No previous HDI or STI Knowledge training is required.

## One-Hour Online Course:

**HDI member price:** \$295 per person

**Non-member price:** \$345 per person

## How to Register

Call: **1-800-248-5667**

Visit: **[www.ThinkHDI.com/training](http://www.ThinkHDI.com/training)**

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