



ITIL Awareness

What are these courses?

A range of tailored courses that introduce delegates to IT Service Management concepts and importance. Duration ranges from half-day awareness through to two days that help work groups, eg service desk staff, and see their work in the bigger service management context.

Who is it for?

Everyone who needs to understand what IT Service Management consists of, why it is relevant and how improvement in this area will benefit their organization. Courses can address a mix of people, or can be specifically targeted at staff groups, including:

- Managers
- IS staff such as developers and testers
- Customers or suppliers



What will it give me?

- A knowledge of the importance and language of IT Service Management
- Real-life stories and, on whole or two day courses, group exercises to illustrate and reinforce the learning
- An appreciation of why an organization is pursuing ITIL, BS15000 and other ITSM initiatives.

What are the lasting benefits?

- See your role in the bigger IS picture
- Understanding why improvement initiatives are being followed and how they will deliver benefits
- A platform on which to build further Service Management expertise and knowledge

Why AGI?

AGI is experienced in adapting and matching courses to specific customer needs whilst still maintaining both the industry and professional standards required. Our lecturers have extensive real-world experience and knowledge, both domestic and international. They hold the highest individual qualification in ITSM and have been directly involved in the development of, and are ongoing contributors to, ITIL, BSI, and other Best Practice Guidance.