

Change Management Using ITIL Best Practices

Modality: On Demand

Duration: 1 Hour

About this Course:

The concept of change management is based on the notion of improvement and is designed to help professionals control and regulate processes involved in the IT service lifecycle. With an aim to standardized procedures and bring a continuous change, it helps streamline IT services' Strategy, Design, Transition, Operation, and Improvement. Effective change management significantly contributes to the growth and progress of IT service by minimizing disruptions and efficient risk mitigation. The principles of change management provide IT professionals with a seamless way to agilely manage change requests and drastically reduces the business adversities involved in a major transition.

The Change Management Using ITIL Best Practices is instructed by renowned ITIL Expert Azhar Khuwaja and covers the essentials of every key change management principle and concept. This entry-level course gives professionals and students an overview of ITIL best practices used to nurture and promote change management in an IT-based business enterprise. Focusing on the significance of change management in the 5 essential stages of the IT service lifecycle, this course briefly illustrates every other key principle including change remediation. This course is best-suited for professionals and students striving to achieve ITIL foundation certification.

Course Objectives:

The core objective of this course is to help professionals develop a better understanding of ITIL practices revolving around change management. The following topics are described in this course:

- Fundamentals of ITIL
- ITIL Service Lifecycle Essentials
- ITIL Service Lifecycle – Five Stages
- Overview of Change Remediation
- Improving IT Service Management
- Controlling IT Service Lifecycle
- Minimizing Disruption and Mitigating Risks

Audience:

This course is specifically designed for the following group of professionals:

- Professionals seeking ITIL Foundation Certification
- IT Professionals
- Professionals and Students willing to learn the art of effective change management

Prerequisites:

There are no prerequisites for this course and the fundamental knowledge of ITIL and understanding of change management is highly recommended.

Course Outline:

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