

# ITIL<sup>®</sup> v3 Awareness

Interactive workshop to establish like mindedness organisation wide. The Awareness workshop assists in securing necessary “buy-in” and support from relevant parties in the organisation for an effective Service Management culture.





# About the course

*We understand that people are a vital element of any effort to improve overall service delivery.*

*Most organisations recognise this, but very few have a structured solution to manage it.*

*We offer a variety of ITIL® Certifications and integrated workshops that prepare students to apply knowledge and techniques gained from our courses into real-world situations. Customised corporate training for your organisation is also available.*

## **Audience**

The target audiences would consist of any employee throughout the organisation. Awareness workshops are specifically tailored to organisations in assistance of creating a Service Management awareness at all levels of the organisation.

## **Content of the ITIL Awareness Session**

The ITIL® Service Management Awareness Session takes a high-level look at all the ITIL® disciplines and how they relate to the business imperative. An understanding of and buy-in to Service Management is the focus of this workshop.

## **Duration**

These workshops are delivered as ½ day or full day engagements, dependant on the depth of information the organisation requires.

## **Benefits/ Outcomes**

Awareness sessions are tailored specifically to an organisation. This is thus an ideal vehicle for an independent party to re-affirm organisational goals and strategy and how successful Service Management will enable achievement of these goals. The Awareness Session is a forum in which buy-in is established from all the role players in the organisation that will influence the successful alignment to the ITIL® Best Practice framework.

This is an extremely successful tool to utilise in establishing a Service Management culture within organisations.

## **Bookings and Enquiries**

Kenya: +254 20 444 2900  
South Africa: +27 11 575 4320  
UAE: +971 4 426 7303

Email: [training@quintica.com](mailto:training@quintica.com)