



## ***Understand ITIL® and Service Management: These Courses Can Get You Ready!***

Organizations that provide IT services to internal or external customers need to provide excellent services to enhance value to the organization. The IT Infrastructure Library (ITIL®) can help organizations achieve these goals and increase external and internal customer satisfaction. These courses will help you to successfully use good practices to ensure these capabilities are fully utilized.

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### **[ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle](#)**

This course addresses using service management as a practice for IT companies and is aligned with the ITIL® 2011 Edition syllabus. Take the course to prepare for the ITIL® Foundation level certification examination.

### **[ITIL® 2011 Edition OSA: Function Activities](#)**

This course covers the high level and low level roles of the Application Management function within the organization, and the objectives of Application Management. This course also details both the generic and specific activities that are part of the Application Management function. This course will assist the learner in preparing for the ITIL® Operational Support and Analysis certificate and is aligned with the ITIL® Intermediate syllabus.

### **[ITIL® 2011 Edition OSA: Incident Management Interactions](#)**

This course covers the nine steps in the Incident Management process, including identifying, categorizing, and closing incidents. This course also details the different ways incidents can be triggered, and the interfaces of incidents and Incident Management with other processes. Finally, the course covers the challenges, risks, and critical success factors of managing incidents effectively.

### **[ITIL® 2011 Edition OSA: Introduction to Event Management](#)**

This course provides an introduction to Event Management, including its goals and scope, and how Event Management processes interact with other processes in the ITIL® Service Lifecycle. The course also covers the specific components of Event Management including triggers and interfaces, and the detailed steps of Event Management.

### **[ITIL® 2011 Edition OSA: Introduction to Functions](#)**

This course covers the Technical Management function, including its role, objectives, and activities. The course also covers the role and objectives of the IT Operations Management function, and the documentation created and used in this function such as Standard Operating Procedures, Operations Logs, Shift Schedules and Reports, and Operations Schedules.

### **[ITIL® 2011 Edition OSA: Introduction to Problem Management](#)**

This course details the components of Problem Management, including triggers such as staff, suppliers, and testing. This course also covers the interfaces of Problem Management with other processes across the Service Life Cycle and the specific information systems used in Problem Management.

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