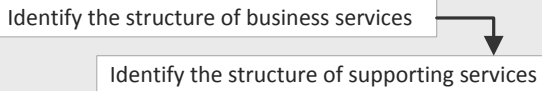
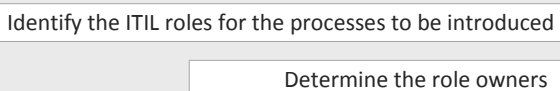


ITIL Implementation using Process Templates: Overview of the Project Course

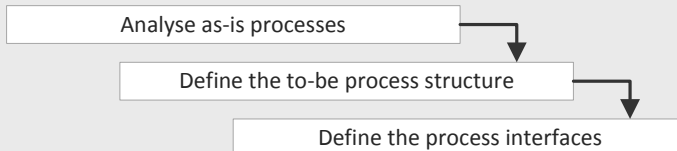
Identify the Service Structure



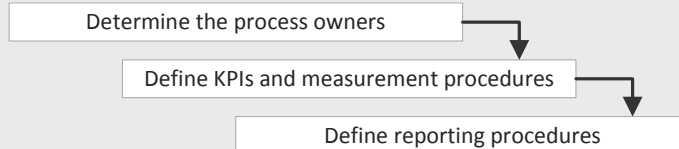
Select ITIL Roles and Determine Role Owners



Define Process Structure



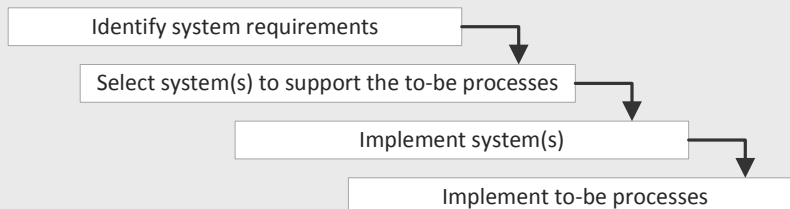
Establish Process Controls



Design Processes in Detail



Implement Processes and Systems



Train IT Staff and Customers

