

ILIT Governance & Asset Management Mastery

11 – 15 October 2027
Barcelona

AGILE LEADERS
Training Center

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Ref: 103600395_57787 **Date:** 11 – 15 October 2027 **Location:** Barcelona **Fees:** 5700 Euro

Course Overview:

The Infrastructure Library for Information Technology ILIT Foundation & Asset Management Practitioner Course is a comprehensive program designed for IT professionals seeking to master modern IT Service Management ITSM frameworks and asset lifecycle practices. This course combines the foundational principles of the ILIT Framework with a practical deep dive into IT Asset Management ITAM, Incident Management, and tool-based service desk operations.
Participants will gain a solid understanding of the ILIT Service Value System SVS, guiding principles, and the lifecycle of IT assets including classification, license management, contract tracking, and compliance strategies. Through real-world scenarios, participants will also explore Incident Response strategies using ManageEngine's ServiceDesk Plus and AssetExplorer platforms.

By the end of the course, attendees will be equipped to apply ILIT best practices with confidence and lead compliant, effective, and value-driven IT service environments.

Target Audience:

- IT Support Specialists and Helpdesk Agents
- IT Operations Managers
- System and Network Administrators
- IT Asset Managers and License Managers
- IT Service Delivery Managers
- IT Governance and Compliance Officers

Targeted Organizational Departments:

- IT Service Management ITSM
- Asset Management & Procurement
- Governance, Risk, and Compliance GRC
- IT Operations & Infrastructure
- Software License & Contract Management
- Support and Incident Response Teams

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Targeted Industries:

- Government & Public Sector
- Banking and Financial Services
- Healthcare and Hospitals
- Energy & Utilities
- Manufacturing and Industrial Firms
- IT Service Providers and MSPs

Course Offerings:

By the end of this course, participants will be able to:

- Explain core concepts of the Infrastructure Library for Information Technology ILIT Framework and Service Value System SVS
- Describe the full lifecycle of IT assets and implement ITAM best practices
- Execute Incident Management aligned with ILIT principles and practitioner guidance
- Apply IT Governance principles and ensure asset compliance
- Navigate and simulate real tools like ServiceDesk Plus and AssetExplorer
- Prepare for career advancement using ILIT-aligned methodologies and frameworks

Training Methodology:

This course uses a blended learning methodology combining instructor-led workshops, case studies, simulations, and tool demonstrations. Participants will engage in interactive group activities, hands-on sessions using ServiceDesk Plus and AssetExplorer, and real-life IT operation scenarios.Quizzes and reflection sessions are held daily to reinforce key learnings. The course is aligned with Bloom's Level 2 and 3 competencies, ensuring both conceptual understanding and practical application.

Course Toolbox:

- ILIT Foundation study workbook
- IT Asset Management hacks guide ServiceDesk Plus
- Incident Management syllabus aligned with ILIT framework
- Practice exam-style questions and answer sets
- Role-play and case-based scenarios
- Tool simulations using ManageEngine platforms
- Asset classification templates and lifecycle checklists

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Course Agenda:

Day 1: ILIT Foundation Fundamentals

- **Topic 1:** Introduction to the Infrastructure Library for Information Technology and the Service Value System SVS
- **Topic 2:** The Four Dimensions of Service Management
- **Topic 3:** Guiding Principles and Governance in ILIT Framework
- **Topic 4:** Overview of ILIT Practices: Focus on ITAM and Incident Management
- **Topic 5:** Understanding Value Streams and Processes
- **Topic 6:** Key Terms and Definitions for ILIT Foundation
- **Reflection & Review:** ILIT Fundamentals Quiz & Group Recap

Day 2: IT Asset Management Essentials

- **Topic 1:** Classifying IT & Non-IT Assets Static & Dynamic Groups
- **Topic 2:** Agent-based Scanning & Periodic Asset Discovery
- **Topic 3:** Software License Management & Compliance
- **Topic 4:** Asset Lifecycle: Procurement to Disposal
- **Topic 5:** Suite License Management and Reuse
- **Topic 6:** Managing Asset Contracts and Vendor Relationships
- **Reflection & Review:** ITAM Simulation Exercise & Tool Review

Day 3: ILIT Practitioner: Incident Management

- **Topic 1:** Purpose, Scope, and Objectives of Incident Management
- **Topic 2:** Key Roles and Responsibilities IM, Ops, Support
- **Topic 3:** Incident Models, Prioritization, and Major Incidents
- **Topic 4:** Metrics, KPIs, and Continual Improvement
- **Topic 5:** Integration with Change, Problem, and Event Management
- **Topic 6:** Tool Automation for Escalation and Notifications
- **Reflection & Review:** Practitioner Scenario Practice & Group Mapping

Day 4: Tools in Practice: ManageEngine Lab Day

- **Topic 1:** ServiceDesk Plus Configuration and Use Cases
- **Topic 2:** AssetExplorer for License, Contract, and Audit Tracking
- **Topic 3:** Desktop Management and MDM Integration
- **Topic 4:** Blacklisting Software & Prohibited Applications
- **Topic 5:** Auto Assignment and Asset Site Management
- **Topic 6:** ServiceDesk Plus + Desktop Central Integration
- **Reflection & Review:** Tool-Based Case Study + Group Feedback

Day 5: Strategic Implementation & Governance

- **Topic 1:** ILIT Implementation Strategies and Maturity Models
- **Topic 2:** Mapping ILIT Practices to Organizational Objectives
- **Topic 3:** Continuous Improvement and Process Optimization
- **Topic 4:** Integrating ITAM and IM into the ILIT Framework
- **Topic 5:** Asset Compliance and IT Governance Recap
- **Topic 6:** Final Q&A + Strategic Roadmap for ILIT Adoption
- **Reflection & Review:** Confidence Mapping & Course Wrap-Up