



ILIT Governance & Asset Management Mastery



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الرجوع: 103600395_58228 التاريخ: 09 - 13 Nov 2026 الموقع: دبي - Road Zayed Sheikh Marriott by Inn Residence
الرسوم: Euro 4500

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

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

Course Agenda:

Day 1: ILIT Foundation Fundamentals

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

Day 2: IT Asset Management Essentials

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

Day 3: ILIT Practitioner: Incident Management

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

Day 4: Tools in Practice: ManageEngine Lab Day

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

Day 5: Strategic Implementation & Governance

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



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شرم الشيخ - مصر



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الامريكية



زنبار - تنزانيا



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عن بعد - منصة زووم



عمان - المملكة الأردنية الهاشمية



ماربيا - اسبانيا



لندن - المملكة المتحدة



لانكاوي - ماليزيا



كيب تاون - جنوب إفريقيا



ميلان - إيطاليا



مونترنو - سويسرا



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WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.



AGILE LEADERS
Training Center

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