The MUST HAVE qualification for organisations and individuals concerned with improving their IT Service Management

ITIL® foundation

Two Day Foundation Certificate Course in ITIL

- Service Management as a Practice
- The Service Life Cycle
- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement
- Technology and Architecture
- Related Standards and Frameworks

Kuala Lumpur

▶ Refer to our web site for the latest training dates in your nearest city.

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ALC Group is accredited by PEOPLECERT as an Accredited Training Organisation for ITIL Foundation, ITIL Capability and MALC. ITIL® is a Registered Trade Mark of the AXELOS Limited.

ITIL foundation

Course Description

The ITIL Foundation qualification is no longer a "nice to have" for IT staff looking to make improvements for their teams or their organisation; it is no longer a differentiator for individuals seeking advancement. This qualification is simply a "MUST HAVE" for any organisation or department or individual concerned with improving IT Service Management.

The ITIL Foundation course enables certification based on the internationally-accepted IT Infrastructure Library. The focus is on an integrated approach to IT Service Management through cross-departmental processes and implementation of effective communication channels. Attendees learn a common vocabulary and a shared understanding of IT Service Management best practice. Find out the common sense way to get the job done efficiently and effectively, increasing up-time (availability), reducing IT costs and most importantly ensuring that IT Services deliver value for their customers.

Learning Outcomes

Enabling each participant to:

• Understand the Service Lifecycle from Strategy and Design through Transition to daily Operation

• Understand the benefits of a common IT language

• Understand the roles of Application and Technology-based teams, Operations and Service Desk functions and how they interact through formalisation of processes

• Identify the strengths and possible areas of further improvement for their own organisations

• Understand the issues of implementing ITIL processes into an organisation and creating a cycle of continuous improvement

Who Should Attend

The ITIL Foundation course is appropriate for all IT staff, but more specifically people in the following roles should attend:

• IT Manager
• CIO
• IT Line Managers
• Process stakeholders
• Service Delivery Managers
• Participants wishing to progress to higher qualifications in IT Service Management

What is ITIL

The Information Technology Infrastructure Library (ITIL) is a best practice IT Service Management process framework developed by the Office of Government Commerce (OGC) within the UK government. It has been developed in collaboration with leading industry experts, consultants and practitioners over the last 15 years. Since its launch, ITIL has been widely accepted throughout the world as the de facto standard for best practice in IT Service Management.

Course Presenter

Our presenters are chosen for outstanding knowledge of their subject, experience in the field, and ability to educate effectively. Please contact us if you would like a biography of the instructor for your specific course.

Team Training

This course is available for private presentation, either on your own premises or "off-site". There are many advantages to in-house training. Please contact us for an obligation-free quotation and to discuss your requirements.

Contact details back page.

Learning Method

This course is instructor led with limited class size. Participants undertake intensive practical activities to ensure understanding of concepts and terminology. After hours study is expected throughout the course to ensure that you are well prepared for the exams.

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Two Day Foundation Certificate Course in IT Service Management

Course Contents

1. **Introduction**
   - History of ITIL
   - ITIL Qualification scheme

2. **Service Management as a Practice Service**
   - Service Management
   - Processes
   - Roles
   - Organisation

3. **The Service**
   - Life Cycle
   - The Structure, Scope, Components and Interfaces of the ITIL Library
   - ITIL Service Life Cycle

4. **Service**
   - Strategy
   - Service Models
   - Service Portfolio Management
   - Demand Management
   - Financial Management
   - Return on Investment

5. **Service**
   - Design
   - Service Catalogue Management
   - Service Level Management
   - Capacity Management
   - Availability Management
   - IT Service Continuity Management
   - Information Security Management
   - Supplier Management

6. **Service Transition**
   - Change Management
   - Service Asset and Configuration Management (SACM)
   - Release and Deployment Management
   - Service Knowledge Management

7. **Service Operation**
   - Incident Management
   - Event Management
   - Request Fulfilment
   - Problem Management
   - Access Management

8. **Continual Service Improvement**
   - The Continual Service Improvement Model
   - IT Governance across the Service Life Cycle

9. **Technology and Architecture**
   - Generic requirements for an integrated set of Service Management Technology
   - Understand how Service Automation assists with integrating Service Management processes

10. **Related Standards and Frameworks**
    - ISO/IEC 20000
    - ISO 27000
    - ISO 9000
    - ISO 19770
    - ISO 15504
    - SixSigma
    - COBIT
    - CMMI

Examination

The ITIL Foundation Certificate is an internationally-recognised qualification and is a prerequisite for further qualifications in ITIL. The exam is set by the official Accreditor APMG and is offered via an accredited examinations institute. It comprises a 60-minute 40 question multiple choice examination and is held on the last day of the course.

ITIL Intermediate

We have available the full range of ITIL Intermediate certificate courses leading to ITIL Expert certification:

ITIL Capability:
- Operational Support & Analysis
- Service Offerings & Agreements
- Release, Control & Validation
- Planning, Protection & Optimisation

ITIL Lifecycle:
- Service Strategy
- Service Design
- Service Operation
- Service Transition
- Continual Service Improvement
- Managing Across the Lifecycle

Drive Your Dollar Further!

Our Voucher Scheme is the ideal solution if you have a team to train but cannot have them away from the office all at the same time. Pre-purchased vouchers allow your staff to be released on a selective basis - minimising impact to the business and customer operations - yet at the same time ensuring you get significantly discounted rates. Convenient and easy to administer.

Contact us for an obligation-free quotation (contact details back page).

Learning Method

A balance of theory and practical examples, this is a fast paced, three-day, instructor-led course featuring a combination of lectures and exercises. Participants enjoy practical activities to ensure understanding of concepts and terminology. The course examines the ITIL framework in general and all the key processes and functions needed to ensure successful delivery of IT services.