

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

# ITIL<sup>®</sup> 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.



[www.alctraining.com.my](http://www.alctraining.com.my)

**Also available:** > ITIL Capability > ITIL Lifecycle > ITIL Expert **See inside ->**

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

## 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.



## HOW TO REGISTER



### Register Online

[www.alctraining.com.my](http://www.alctraining.com.my)



### Send your details by email

[learn@alctraining.com.my](mailto:learn@alctraining.com.my)



### Fax the Enrolment Form below to:

Fax: 2178 4118

From any other country +60 3 2178 4118



### Any queries please call Customer Service

Tel: 2161 9900

From any other country +60 3 2161 9900



### Send all correspondence to:

ALC Training Sdn Bhd  
Suite 34.02A, Level 34 Menara Citibank  
165 Jalan Ampang  
50450 Kuala Lumpur

## ENROLMENT FORM

### ITIL Foundation

**Name 1** (Mr/Mrs/Miss/Ms)

Position

Email

Mobile

City / Date

**Name 2** (Mr/Mrs/Miss/Ms)

Position

Email

Mobile

City / Date

## COURSE INFORMATION

### FEES and DATES:

**ITIL Foundation Course + Exam** RM3,300

### TEAM RATES

Please contact ALC at [learn@alctraining.com.my](mailto:learn@alctraining.com.my), if you have teams of three or more to train

### VENUE

The course will be held at a high quality centrally-located hotel. Full details will be on your confirmation letter and can also be found on our website.

### COURSE INFORMATION

The course is held from 9.00am to 5.00pm with registration from 8.30am on the first day. Upon enrolment you will be sent a confirmation letter giving full details.

### TERMS and GUARANTEE

To ensure your admission to the course, fees are payable in advance. To guarantee your satisfaction we offer a money back or full credit policy. Details will be on your confirmation letter and our website. Cancellations with full refund will be accepted up to 10 working days before the course. After that time no refunds can be given, but substitutions may be sent at any time.

Full course schedule available on our website

### Organisation Name

Address

Postcode

Phone

Fax

Cheque payable to: ALC Training Sdn Bhd

Purchase Order No.:

### Person Making Booking

(Mr/Mrs/Miss/Ms)

Position

Phone

Email

### Send Invoice To

(Mr/Mrs/Miss/Ms)

Position

Phone

Email