



SAS

SAS MANAGEMENT TRAINING



TRAINING ORGANIZATION ACCREDITED BY

PEOPLECERT ON BEHALF OF AXELOS

ITIL® Foundation Course

Course Overview

This 3 day hands-on 2011 Foundation certification training program introduces the student to the fundamentals of IT Service Management as described in version 3 of the IT Infrastructure Library. Accredited by ISEB and EXIN, the course helps students prepare for the certification exam along with acquiring valuable insights from instructors with extensive practical experience in managing IT organizations and deploying successful ITIL-based Service Management programs

Who is the course designed for?

IT Support, IT Executive, IT Engineer, IT Technician, IT Manager This course is suitable for all levels of IT Staff. It is a non-technical course and is suitable for non-IT staff whose effectiveness would be enhanced by a greater awareness and understanding of best practices in IT service management. It is especially beneficial for those individuals who have responsibility for designing and /or implementing Best Practice solutions for IT Service Management.

Duration : 3 days

Methodology : Lecture, Audio, Video, Group Discussion, Case Study, Games

Target/ Industry

IT Administration, Banking, Engineering, Computer Outsourcing, BPO, Customer Service, Manufacturing, IT Services, Oil and Gas, Software, Information Technology, Insurance, Software Development, IT Support Services, Information System, Network Operation, Data Management, IT Service Management, IT Education, Managers, Leadership, Professional Development, IT Operation Management

Course Objective

- Attendance to this course will enable participants to:
- Understand the key principles and terminology used within ITIL
- Understand why ITIL become so important today
- Describe the key IT Service Management processes, roles and responsibilities and the interfaces between them
- Explain the key benefits of an IT Service Management based approach to Service Management
- Describe some of the practical issues and costs associated with an IT Service Management implementation
- Pass the ITIL Foundation Certificate examination





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Course Outline

Service Management as a Practice

Key ITIL concepts, definitions and terms
 The background and context to ITIL
 Key Concepts: Service, Service Management, Sources of Good Practice, Service Components, Governance and Process Characteristics
 Generic Concept and Definition
 Key Principle Model

The Service Lifecycle

The structure of ITIL Explained
 The goals and objectives of each area of the Service Lifecycle
 Core Content: Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement

Service Strategy

Explore key concepts such as Value Creation and Service Assets
 Key processes: Service Portfolio Management, Financial Management and Business Relationship Management

Service Design

Key concepts: The 4 P's and
 Key concepts: Five major aspects of Service Design
 Key Processes: - Service Level Management - Service Catalogue Management - Supplier Management - Information Security Management - Availability Management - Capacity Management - IT Service Continuity Management - Design Coordination

Service Transition

Goals, Objectives and Scope
 Key concepts and processes including Change Management, Service Asset and Configuration Management, Release and Deployment, Knowledge Management

Service Operation

Goals, Objective and Scope Processes and Functions necessary to support and maintain the live Service environment
 Incident Management, Problem Management, Request Fulfilment, Event and Access Management Processes
 Four functions: Service Desk, Application, Technical & IT Operations Management

Continual Service Improvement

Measurements, Metrics, KPIs
 The importance of baselines
 The CSI Approach
 The Deming Cycle

Roles

Key roles: Process Manager and Process Practitioner
 Key roles: Service Owner and Process Owner
 The RACI Model

Technology and Architecture

Generic Service Management Toolset requirements and criteria
 The importance of automation
 Key considerations

Benefit to Train with SAS Management Sdn Bhd

All our delegates will be an automatic member of ITWNET International. With this paid membership, the delegates will be able to enjoy all the benefit which is available via the ITWNET portal and get access to the global community to obtain resources and embark on new best practices.

More info : www.ITWNET.com

Course Offered by : SAS Management Sdn Bhd

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