

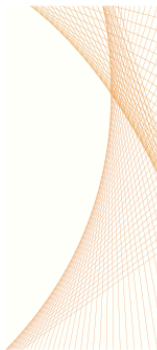


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ITIL® Foundation



What is ITIL 2011?

The Information Technology Infrastructure Library (ITIL) 2011 is a best practice IT Service Management framework. The ITIL 2011 edition is owned by HM Government. It reinforces the link between IT and the business by considering the lifecycle of a service from its initial planning, which should be aligned to the business need, through to its final stages. This allows a more comprehensive treatment of strategic options, functions, roles, and responsibilities as well as continual improvement. ITIL 2011 also examines the alignment with other best practices and standards.



Course Description

If you can't describe what you are doing as a process, you don't know what you're doing

W. Edwards Deming

This reflects the reality of individual and organizations who attempt to reign in the chaos and expense associated with their IT investments but find little in the way of substantive guidance. ITIL 2011 is an approach in capturing these processes as well as applying potentially new processes and IT based on CUSTOMER-CENTRIC model.

This 3-day certificate course is the ideal starting point for any person or organisation needing to find out about ITIL 2011, the world best practice in IT Service Management.

Whether you are managing day-to-day IT services, or establishing and refining existing processes, this course provides IT Managers and Practitioners with a practical understanding of IT Service Management, the underpinning core ITIL 2011 Service Delivery and Service Support Processes and implementation guidance.



Who Should Attend?

This is the basic course for IT Professionals who interested in understanding the content and concepts of the new ITIL 2011.

And those who want to obtain individual certification at the ITIL 2011 level. This could include I.T. executives and key stakeholders, process owners and managers, senior technical and operations staff, and I.T. consultants.

Learning Outcomes

- Have a clear understanding of the ITIL 2011 Best Practice and Service Management lifecycle model
- Learn a common vocabulary and a shared understanding of IT Service Management best practice.
- Identify the strengths and possible areas of further improvement for their own organisations
- Understand the issues of implementing ITIL 2011 processes into an organisation and creating a cycle of continuous improvement
- Meet the requirements for ITIL 2011 exam

Learning Methods

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 2011 framework in general and all the key processes and functions needed to ensure successful delivery of IT services.

This results in a thorough grounding in the basic theory of ITSM, which can be used to take the Foundation Certificate in IT Service Management, or to participate in ITSM projects at any level. The ITIL 2011 Foundation Certification Exam is administered at the end of the course.

Course Trainer

Our trainers 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/in-house, either on your own premises or "off-site". There are many advantages to in-house training.

Please contact us for quotation and to discuss your requirements.

Course Outline

DAY 1

Course Introduction
ITSM & ITIL 2011 Overview
Service Strategy
Service Design
Service Transition

DAY 2

Service Operations
Continual Service Improvement
Technology & Architecture
ITIL 2011 Qualification Scheme
Sample Papers

P2P Talent Development PLT (LLP0002989-LGN)

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