Start Your Journey in IT Service Management

ITIL® 4 FOUNDATION

Training + Exam Preparation

Learn from the Authorized International Trainer

16 - 17 Sep 2022

Course Outline

- Course Introduction
- Service Management: Key Concepts
- The Guiding Principles
- The Four Dimensions of Service Management
- The ITIL Service Value System
- Continual Improvement
- The ITIL Practices

Target Audience

- IT Support Staff
- IT Consultants
- Business Managers
- Business Process Owners
- IT Developers
- System Integrators
- Anyone works in a DevOps Team

Facilitator

Nitin Kuhad, ITIL, PMP, MCP, CBAP, Scrum

Project & Service Management Consultant & ITIL Certified Trainer - PeopleCert

Training Schedule

When   : 16 - 17 September 2022
Time   : 09:30 AM - 05:30 PM
Duration : 2 Days
Course Fee : BDT 10,000/- +VAT
Where   : To Be Confirmed

Register Now

📞 +88 01958 669 251 | +88 01958 669 253
✉ training@nrbjobs.com

Read More

🌐 www.nrbjobstraining.com

COURSE CURRICULUM

With the necessity for an organization to stay current, IT service management is a key strategic capability. ITIL, the most adopted guidance in the world within IT Service management (ITSM), has also evolved. ITIL 4 is a best practice framework for IT service management (ITSM). We don't "do" or "implement" ITIL as an objective. There is no "one-size-fits-all" way of working so look to ITIL as a toolbox. ITIL 4 is designed to collaborate with many frameworks and methods in the IT industry, such as Lean, DevOps, Agile and many more.

ITIL 4 provides the guidance organizations need to address new service management challenges and utilize the potential of modern technology. ITIL 4 Foundation provides the fundamentals to embed ITIL into your day-to-day work practices.

The course will help you to understand:

• How modern IT and digital service organizations operate
• How value streams increase speed and efficiency
• How cultural or behavioural principles guide work that benefits the wider organization
• How to use commonly-used service management terms and concepts

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Day wise Content

DAY - 01	
Module	**Covered Areas**
Module 1: Course Introduction	• Introduction to IT Service Management in the Modern World • Introduction to ITIL 4 • Structure and Benefits of ITIL 4
Module 2: Service Management Key Concepts	• Key Terms Covered in the Module • Service Management • Value and Value Co-Creation • Value Services, Products, and Resources • Service Relationships • Value Outcomes, Costs, and Risks
Module 3: The Guiding Principles	• Focus on Value • Start Where You Are • Progress Iteratively with Feedback • Collaborate and Promote Visibility • Think and Work Holistically • Keep it Simple and Practical • Optimize and Automate
Module 4: The Four Dimensions of Service Management	• Organizations and People • Information and Technology • Partners and Suppliers • Value Streams and Processes • External Factors and the Pestle Model

DAY - 02	
Module	**Covered Areas**
Module 5: The ITIL Service Value System	• Service Value System and Service Value Chain • Overview of Service Value System • Overview of the Service Value Chain
Module 6: Continual Improvement	• Introduction to Continual Improvement • The Continual Improvement Model • Relationship Between Continual Improvement and Guiding Principles
Module 7: The ITIL Practices	• The Continual Improvement Practice • The Change Control Practice • The Incident Management Practice • The Problem Management Practice • The Service Request Management Practice • The Service Desk Practice • The Service Level Management Practice • Purpose of ITIL Practices

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OVERALL SUMMARY

More than 12 years of rich experience in delivering trainings on Project, Service and Quality Management across the globe covering all the Project Management approaches which are Waterfall, Predictive or Hybrid approach. Travelled more than 18 countries delivering trainings to Corporates on PMP, ITIL, Lean Six Sigma, PRINCE2, Agile, Scrum, Microsoft Project, COBIT, CRISC, ECBA, CCBA and CBAP. Delivered workshops on behalf of Microsoft to their customers for Microsoft Project and Project Server.

Conducted multiple thousand certification based & customized workshops globally leveraging multiple IT Best Practice frameworks for Top Management, Middle Management & Practitioners for Customers like Accenture, IBM, Capgemini, Infosys, NIIT Technologies, Orange, Knowledge One (Brunei), Microsoft, The Hub Phoenix (Mauritius), TMF Labuan (Malaysia), BDBO   Indian Ocean (Mauritius), Qatar National Bank (QNB), EUPOL (Afghanistan), Kronos (Orlando), SoftwareONE, Airtel, IITC Oman, Global Knowledge, Yamaha, MOD (Oman), Royal Palace Oman, Knowledge Woods, Emirates Group(UAE), Prime Bank(Bangladesh), United Nations etc.

TECHNICAL KNOWLEDGE

PMI and Axelos certified Instructor for **PMP**, **PRINCE2** and **ITIL** (Foundation, MPT, CDS, DPI, DSV, HVIT), **ITIL v3 Expert** (All Modules), **MICROSFT Project Professional** and **Server Certified**, **COBIT Certified**, **Lean Six Sigma Green/Yellow Belt Certified**, **Scrum Master** and **CRISC certified** by ISACA.