



Asia Masters Center

Information Management Systems According To The British Approach ITIL



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➔ Course Objective

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

➔ Target Audience

- This ITIL® Foundation training course is designed for anybody wishing to acquire a basic understanding of the ITIL® framework. This course would benefit those working in a service delivery or service desk discipline, as well as IT professionals who are interested in adopting/have adopted ITIL® within their organisation.



Course Outline

➤ Day 1

- An Introduction to ITIL®
- Introducing IT Service Management
- Practicing Service Management
- The IT Service Lifecycle Overview

➤ Day 2

- The IT Service Lifecycle
- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

➤ Day 3

- Aspects
- Concepts
- Terminology
- Main Principles and Models
- Roles
- Functions

➤ **Day 4**

- Processes
- Service Level Management
- Service Continuity
- Configuration Management
- Release Management
- Incident and Problem Management

➤ **Day 5**

- Automation and ITIL® Success
- Technology and Architecture
- Competencies
- Service Management Skills

➤ **The Feature Of Asia Master Training And Development Center**

- we pick up the customer from the airport to the hotel.
- we give the participant training bag includes all the necessary tools for the course.
- Working within groups to achieve the best results.
- All our courses are confirmed and we do not postpone or cancel the courses regardless of the number of participants in the course.
- We can assist you in booking hotels at discounted prices if you wish to book through us.
- We offer the certificate from Asia Masters Center for Training and Administrative Development.

➡ **The Cost Of The Training Program Includes The Following:**

- 1) Scientific article on flash memory.
- 2) Training Room.
- 3) Training.
- 4) Coffee break.
- 5) The training bag includes all the tools for the course.

Price (USD)

**Communicate with the training department
to know the participation fees**

➤ **There are offers and discounts for groups**

The details of the bank account

Bank name: CIMB Bank Berhad

Account name: Asia Masters Center SDN. BHD

Bank account number: 80-0733590-5

Swift code: CIBBMYKL

IBAN: Null