**ITIL® Foundation Certified**



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**Course Objective**

* Prepare for and pass the ITIL Foundation Certification Exam
* Identify opportunities to develop IT processes using ITIL guidelines
* Interact with IT teams using ITIL terminology and concepts
* Explore IT service management processes
* Recognize the importance of IT and business integration

**Target Audience**

* This course is aimed at all levels of IT professionals, Customers, and Users involved in the provision or receipt of IT Services.

**Course Outline**

* DAY 1
* Concepts of IT service management
* The efficient development of new services and the improvement of existing services
* Good practice
* Functions, roles and processes

* DAY 2
* The service lifecycle
* Design, development and utilization of services
* Utility and warranty
* Service design and the business
* IT and the business integration
* DAY 3
* The five core processes
* Service strategy
* Service design
* Service transition
* Service operation
* Continual service improvement
* DAY 4
* The value of the ITIL service lifecycle
* Integrating the processes throughout the lifecycle
* Explaining the objectives and scope for each phase
* DAY 5
* Identifying and documenting the services
* Service portfolio
* Service catalog
* Business case
* Risk
* Service provider
* Supplier
* Service Level Agreement (SLA)
* Operational Level Agreement (OLA)
* **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.

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| 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 |