

Course Introduction

ITIL - the Information Technology Infrastructure Library is the conglomerate of Best Practices from several Industry sector and world class company. It is derived from BS 15000 British Institution's Institution Standard for IT Service Management. With Vendor- neutral concept and non-proprietary source, ITIL is accepted from top companies. ITIL has been continually improved and revised in 2011. Not only adding several topics to ITIL v3 but also rearranging them make ITIL more useful and ready for rapid need for change of services.

This course introduces the concepts of IT Service Management (ITSM) based on the IT Infrastructure Library (ITIL). It describes a set of processes involved in developing an IT framework and features the exciting and hands-on High Performance simulation that provides an interactive learning experience throughout the course. 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. (Taking the exam is optional.)

Course Objectives

- To understand components and concept of IT Service Management
- To understand components and concept of Service Strategy, Service Design, Service Transition, Service Operation, Continuous Service Improvement (ITIL 2011)
- To understand Common Body of Knowledge for ITIL Foundation Exam

Course Highlights

- Free membership for ACIS Alumni
 - Access to the latest information related to the course subjects
 - A life-time class re-sit

Learning Level

- Foundation

Course Duration

- 3 Days (18 Hours)

Prerequisites

- None

Target Group

- IT Director, IT Manager
- Director, Manager or Senior Officer from Strategic Area

Course Outline

Module 1: Introduction to ITIL

- Overview of ITIL 2011
- Overview of IT Service Management

Module 2: Service Strategy

- Financial Management
- Service Portfolio Management

Module 3: Service Design

- Service Catalogue Management
- Service Level Management
- Availability Management
- Capacity Management
- IT Service Continuity Management
- Supplier Management
- Information Security Management

Module 4: Service Transition

- Asset and Configuration Management
- Change Management
- Knowledge Management
- Transition Planning and Support
- Release and Deployment Management
- Validation and Testing
- Evaluation

Module 5: Service Operation

- Incident Management
- Problem Management
- Request Fulfillment
- Event Management
- Access Management

Module 6: Continuous Service Improvement

- Continuous Service Improvement

Module 7: Service Management

- Security Management

Module 8: ITIL Foundation Certification Exam

- Guideline on ITIL Foundation Certification Exam preparation

Recommended Courses

- ITIL Intermediate Level (Capability and Lifecycle Track)
- ITSMS : ISO 20000:2005 (ITSMS) Lead Auditor IRCA Course (The Official IRCA Certification Course)

สำรองที่นั่งและขอรับรายละเอียดเพิ่มเติมกรุณาติดต่อ (FOR MORE INFORMATION & REGISTRATION PLEASE CONTACT)

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