

ITIL Trainer Profile

- BEng (Hons) Computing, UK
- ITIL Certified
- PMI-SP, PMI-ACP, PMI-PMP Certified
- 15 years of IT Service Management and Project Management experience from UK & Pakistan.
- 50+ ITIL training conducted.

Objectives of ITIL 4 Training

- Understand the key concepts of Service Management
- Understand how the ITIL guiding principles can help an organization adapt service management.
- Understand the 4 dimensions of ITIL service management
- Understand the purpose and the elements of the ITIL Service Value System
- Understand the activities in the Service Value Chain, and their relationship. · Know the purpose of the ITIL practices.
- Fully prepare for the ITIL 4 exam.

ITIL 4 Training Content

Know the ITIL practices:

1. Information security management
2. Relationship Management
3. Supplier Management
4. IT Asset Management
5. Monitoring and Event Management
6. Release Management
7. Service Configuration Management
8. Deployment Management
9. Continual Improvement
10. Change Control
11. Incident Management
12. Problem Management
13. Service Request Management
14. Service Desk
15. Service Level Management

Understand ITIL terms:

1. Service.
2. Utility
3. Warranty
4. Customer, User, Sponsor
5. Service Management
6. Organization, Organization Agility, Resilience

Understand key concepts of service relationships:

1. Service offering.
2. Service relationship management
3. Service provision
4. Service consumption

Understand four dimensions of service management:

1. Organizations and people.
2. Information and technology
3. Partners and suppliers.
4. Value streams and processes.

Understand use of the guiding principles:

1. Focus on value.
2. Start where you are
3. Progress iteratively with feedback.
4. Collaborate and promote visibility.
5. Think and work holistically.
6. Keep it simple.
7. Optimize and automate.

Understand ITIL Service Value System:

1. Service Value Chain
2. Practices.
3. Governance.
4. Continual Improvement.
5. Guiding principles.

Understand the purpose of Value Chain activities:

1. Plan

2. Improve
3. Engage

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4. Design and transition
5. Obtain/Build.
6. Deliver and support.

Materials Provided

- Soft copy of slides
- Sample exam questions
- Reference books

Exam Detail

- Available online and at center
- Exam fee: US\$ 520
- No eligibility requirement to sit in the exam

Training Fee

Rs 40,000

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