**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.

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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 |