



Asia Masters Center

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.

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