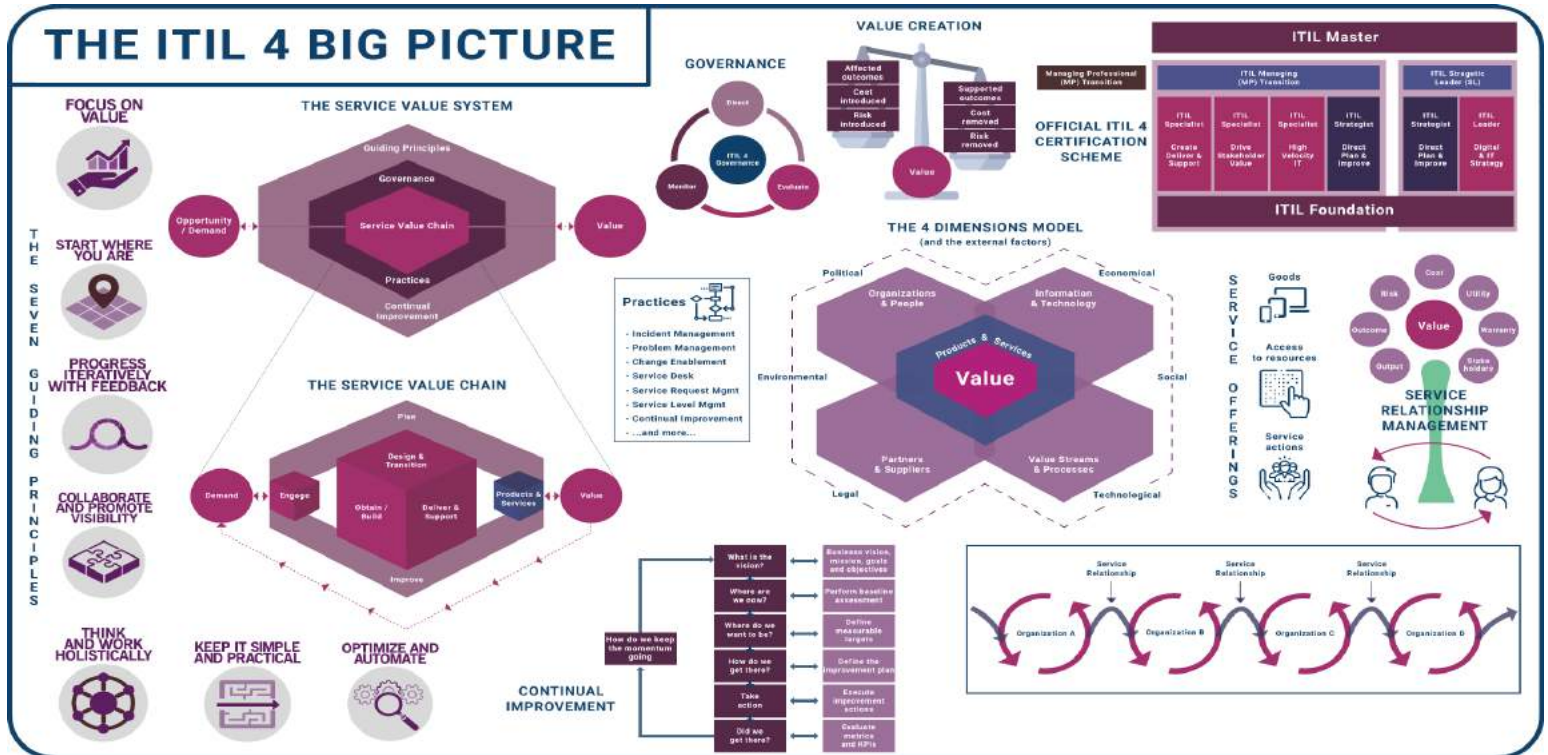
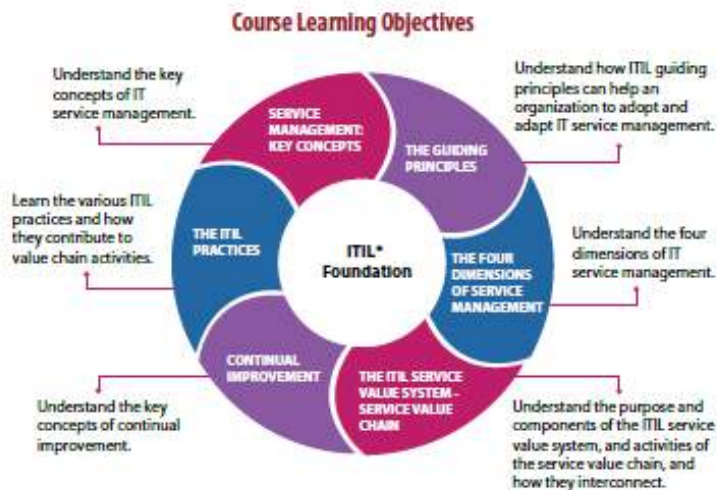


ITIL® 4 Foundation

1-2 July 2021, Fringilla Lodge, Chisamba



IT SERVICE MANAGEMENT PROCESS TRAINING



Register Now

Course Description:

ITIL 4 is built on the established core of best practice in the ITIL guidance. ITIL 4 provides a Practical and flexible approach to move to the new world of digital transformation and embrace an end-to-end operating model for the delivery and operation of products and services. ITIL 4 also provides a holistic end-to-end picture that integrates frameworks such as Lean IT, Agile, and DevOps.

The ITIL® (4) Foundation “Pro” is a 2-day classroom room based on the exam specifications Specified by AXELOS for the ITIL® (4) Foundation certification. The fundamental objective of this course is to help the participants understand the key concepts of service management and the ITIL 4 service management framework and prepare for the ITIL® (4) Foundation exam. In addition, the “Pro” edition offers a rich learning experience that helps the participants relate ITIL to their own work environment. The course includes a case study (based on a fictitious organization, ‘Axle Car Hire’) that will help the participants understand and experience the ITIL Guiding principles, service value, practices through real-world challenges and opportunities. The rich learning experience is supported by additional learning tools such as pre-course reading Materials, post-course reading material, and a set of quick reference cards.

The ITIL 4 Foundation qualification course is designed to introduce students to the management of modern IT enabled services and the key concepts of service architecture. This course provides learners with an understanding of ITIL 4 including, common language and key concepts, the services lifecycle, how the lifecycle stages are linked, the processes involved, and the best practices for improving their work and the work of their organization.

Who Should Attend this Course?

The ITIL® (4) Foundation course fundamentally targets the participants in the IT and business domains who wish to take first steps in service management or who are familiar with earlier versions of ITIL and/or other sources of industry best practice and wish to learn about ITIL 4. This course and the related certification can be beneficial for the following roles:

- IT Support Staff / IT Managers / IT Architects
- IT Consultants / System Administrators / Database Administrators
- Business Managers / Operations Manager
- Business Process Owners
- IT Developers
- Service Providers
- System Integrators
- CIOs / CTOs / IT Directors
- Anyone working in a Devops team

Learning Objectives:

At the end of this course, participants will be able to:

- Understand the key concepts of ITIL service management.
- Understand how ITIL guiding principles can help an organization to adopt and adapt ITIL service management.
- Understand the four dimensions of ITIL service management.
- Understand the purpose and components of the ITIL service value system, and activities of the service value chain, and how they interconnect.
- Understand the key concepts of continual improvement.
- Learn the various ITIL practices and how they contribute to value chain activities.

Prerequisites:

None, although a familiarity with IT service delivery will be beneficial.

Module 1 Course Introduction and Recap of ITIL 4 based on pre-course reading	Module 5 The Service Value System - Part 2
Module 2 Service Management: Key Concepts	Module 6 Continual Improvement
Module 3 The Guiding Principles	Module 7 The ITIL Practices – Part 1
Module 4 The Four Dimensions of Service Management	Exam Preparation Guide/ Mock Exam
Module 5 The Service Value System - Part 1	

Course Outline

Module 1: Course Introduction

- Let's Get to Know Each Other
 - Course Overview
 - Course Learning Objectives
 - Course Structure
 - Course Agenda
 - Introduction to IT Service Management in the Modern World
 - Introduction to ITIL 4
 - Structure and Benefits of ITIL 4

- Case Study: Axle Car Hire
- Case Study: Meet the Key People at Axle
- Case Study: The CIOs Vision for Axle
- Exam Details
- ITIL 4 Certification Scheme

Module 2: Service Management: Key Concepts

- Intent and Context
- Key Terms Covered in the Module
- Module Learning Objectives
- Value and Value Co-Creation
- Value: Service, Products, and Resources
- Service Relationships
- Value: Outcomes, Costs, and Risks

Module 3: The Guiding Principles

- Intent and Context
- Identifying Guiding Principles
- Key Terms Covered in the Module
- Module Learning Objectives
- The Seven Guiding Principles
- Applying the Guiding Principles

Module 4: The Four Dimensions of Service Management

- Intent and Context
- The Four Dimensions
- Key Terms Covered in the Module
- The Four Dimensions and Service Value System
- Module Learning Objectives
- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes
- External Factors and Pestle Model

Module 5: Service Value System

- Intent and Context
- Service Value System and Service Value Chain
- Module Learning Objectives
- Overview of Service Value System
- Overview of the Service Value Chain

Module 6: Continual Improvement

- Intent and Context
- Key Terms Covered in the Module
- Introduction to Continual Improvement
- Module Learning Objectives
- The Continual Improvement Model
- Relationship between Continual Improvement and Guiding Principles

Module 7: The ITIL Practices

- Intent and Context
- ITIL Management Practices
- Key Terms Covered in the Module
- Module Learning Objectives
- The Continual Improvement Practice
- The Change Control Practice
- The Incident Management Practice
- The Problem Management Practice
- The Service Request Management Practice
- The Service Desk Practice
- The Service Level Management Practice
- Purpose of ITIL Practices

REGISTRATION FORM

ITIL 4 Foundation (IT SERVICE MANAGEMENT PROCESS TRAINING)

1-2 July 2021, Fringilla Lodge, Chisamba

COMPANY AND DELEGATE(S) INFORMATION

Please complete in **BLOCK CAPITALS** as information is used to produce delegate badges

Company Name:..... Nature of business:.....
Postal Address:..... Email:.....
Tel:..... Fax:.....

First Name:..... Surname:..... Job Title:..... email:.....
First Name:..... Surname:..... Job Title:..... email:.....
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Participation Fees

SYNTEL CONSULTANCY LLC's Standard Terms and Conditions

PAYMENT:

Payment is due in full at the time of registration and includes lunches, refreshments and detailed conference materials. Your registration will not be confirmed until payment is received and may be subject to cancellation. If a booking is received 10 working days before the conference a credit card number will be required to confirm your place, likewise if full payment has not been received before the conference date.

DISCOUNTS:

All 'Early Bird' Discounts require payment at time of registration and before the cut-off date in order to receive any discount. Any other discounts offered by SYNTEL CONSULTANCY (including team discounts) must also require payment at the time of registration. All discount offers cannot be combined with any other offer.

CANCELLATION , POSTPONEMENT AND SUBSTITUTION POLICY:

- You may substitute delegates at any time by providing reasonable advance notice to SYNTEL CONSULTANCY.
- For any cancellations received in writing not less than eight (8) days prior to the conference, you will receive a 90% credit to be used at another SYNTEL CONSULTANCY conference which must occur within one year from the date of issuance of such credit. An administration fee of 10% of the contract fee will be retained by SYNTEL CONSULTANCY for all permitted cancellations. No credit will be issued for any cancellations occurring within seven (7) days (inclusive) of the conference.
- In the event that SYNTEL CONSULTANCY cancels an event for any reason, you will receive a credit for 100% of the contract fee paid. You may use this credit for another SYNTEL CONSULTANCY event to be mutually agreed with SYNTEL CONSULTANCY, which must occur within one year from the date of cancellation.
- In the event that SYNTEL CONSULTANCY postpones an event for any reason and the delegate is unable or unwilling to attend on the rescheduled date, you will receive a credit for 100% of the contract fee paid. You may use this credit for another SYNTEL CONSULTANCY event to be mutually agreed with SYNTEL CONSULTANCY, which must occur within one year from the date of postponement.
- Except as specified above, no credits will be issued for cancellations. There are no refunds given under any circumstances.
- SYNTEL CONSULTANCY is not responsible for any loss or damage as a result of a substitution, alteration or cancellation/postponement of an event. SYNTEL CONSULTANCY shall assume no liability whatsoever in the event this conference is cancelled, rescheduled or postponed due to a fortuitous event, Act of God, unforeseen occurrence or any other event that renders performance of this conference impracticable, illegal or impossible.

For purposes of this clause, a fortuitous event shall include, but not be limited to: war, fire, labor strike, extreme weather or other emergency.

K3,500.00

3 Ways to Register

Website: www.syntelconsultancy.com

Email: registration@syntelconsultancy.com

Tel: 0965643330/0955511567/0975021023

Course fees include training facilities, documentation, lunches and refreshments for the duration of the programme. You will also receive a certificate of completion at the end of the event.