

**Course Title : Foundation Certificate Course in
IT Service Management (based on ITIL® V3)**



ITIL/ITSM/ASL Training & Implementing @ jertium.com

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COURSE OBJECTIVE

The purpose of the ITIL ® Foundation certificate in IT Service Management is to certify that the candidate has gained knowledge of the ITIL terminology, structure and basic concepts and has comprehended the core principles of ITIL practices for Service Management of Version 3.

Target Group

The target groups of the ITIL Foundation certificate in IT Service Management are from Individuals who require a basic understanding of the ITIL framework and how it may be used to enhance the quality of IT service management within an organization. IT professionals who are working in an organization that has adapted ITIL and who need to be informed about and thereafter contribute in an ITIL compliant service management function.

Learning Outcomes

The aim of this course is for each participant to be able to:

- Use the ITIL terminology
- Understand the Process in ITILV3
- Identify the Goals, Objectives, Metrics & activities for each process.
- Understand how ITIL processes relate to the roles and responsibilities in an IT department
- Understand the issues of implementing ITIL processes into an organization and creating a cycle of continuous improvement

Full Course Outline (Syllabus)

Introduction

This course aims at raising individual's understanding of, and competence in, IT Service Management as described in the ITIL Service Strategy, ITIL Service Design, ITIL Service Transition, ITIL Service Operation, ITIL Continual Service Improvement, ITIL Introduction and ITIL Glossary publications.

Service Management as a practice

The purpose of this unit is to help the student to define Service and to comprehend and explain the concept of Service Management as a practice.

Specifically, students must be able to:

- Describe the concept of Good PRACTICE
- Define and explain the concept of a SERVICE
- Define and explain the concept of SERVICE MANAGEMENT
- Define and distinguish between FUNCTIONS, ROLES and PROCESSES
- Explain the PROCESS model
- List the characteristics of PROCESSES (Measurable, Specific results, CUSTOMERS, and Responds to a specific event)

The Service Lifecycle

The purpose of this unit is to help the student to understand the Service Lifecycle and explain the objectives and business value for each phase in the lifecycle.

Specifically, students must be able to:

- Briefly explain the Service Lifecycle
- Describe the structure, scope, components and interfaces of the ITIL Library
- Account for the main goals and objectives of Service Strategy
- Account for the main goals and objectives of Service Design
- Briefly explain what value Service Design provides to the business
- Account for the main goals and objectives of Service Transition
- Briefly explain what value Service Transition provides to the business
- Account for the main goals and objectives of Service Operations
- Briefly explain what value Service Operation provides to the business
- Account for the main goals and objectives of Continual Service Improvement
- Briefly explain what value Continual Service Improvement provides to the business

Course Agenda

Day 1:

- Introduction
- Service Management as a Practice
- Service Lifecycle
- Processes covering Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement

Day 2:

- Generic Concepts and Definitions
- ITIL V3 Workshop/Case Study I
- Key Principles and Models covering Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement
- Functions
- ITIL V3 Exercise I

Day 3:

- Roles
- ITIL V3 Exercise II
- Technology and Architecture
- Revision
- Mock Examination

Mock examination (60 minutes)

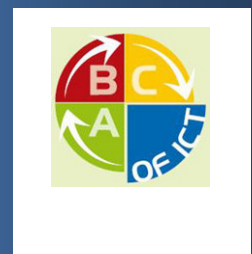
Type: Multiple choices, 40 questions

Duration: Maximum 60 minutes

COURSE FEE: FREE (ASL)

COURSE SCHEDULE: Day 4 (Part of ITILV3 Foundation Course in IT Service Management).

WHY Jertium (Global ICT Platform) : Jertium Sdn Bhd is the only organization in **Malaysia** accredited to deliver ASL Courses. Our Trainer is the only Certified ASL Trainer in Malaysia.



ABC of ICT card set

An innovative NEW ITIL awareness, assessment and training instrument

ABC of ICT stands for the Attitude, Behaviour and Culture within ICT organizations. In the past 10 years or so many IT organizations have adopted 'best practice' frameworks such as ITIL to bring IT under control. Many organizations have failed to realize the expected benefits of these frameworks. Why is this? Because of ABC issues. It is our belief that it is the ABC 'Worst practices' that will determine the success or failure of your ITSM improvement initiatives, not the frameworks and the models. It is ABC that will prevent you from realizing the value offered by these frameworks. It is ABC that presents a business risk.

IT is becoming increasingly important to business operations, and to all types of businesses, as such we can no longer afford to fail to successfully apply these types of frameworks. It is time we recognized and resolved the ABC worst practices once and for all.

It is this need to bring IT under control that has partly led to the rise of IT Governance. IT Governance according to a Weill & Ross investigation into best practices for IT Governance, may be described as:

Specifying the decision rights and accountability framework to encourage the desirable behaviour in IT

We in IT have focused for too long now on the first part, the *'frameworks'*, and not enough on the second part - the *'desirable behaviour'*. This is why many IT improvement initiatives fail. A Forrester report revealed that 52% fail because of 'resistance to change' (Attitude). A further 29% fail because of a lack of business interest or involvement (Attitude).

Fact: ITIL is becoming increasingly important for IT companies in order to bring IT under control. A CIO.com investigation revealed 96% of CIOs will be investing in ITIL.

Fact: Many ITIL implementations fail to achieve their desired aims. A Forrester report revealed that the biggest reasons for ITIL initiatives failing is resistance to change 52%, failing to get buy-in and acceptance (**Attitude**), the second reason was lack of business interest (**Attitude**).

Fact: A recent article in the Wall street journal revealed problems in Aligning business and IT. A glass wall exists between business and is created by:

- Mind-set differences between management staff and IT staff, (**Attitude**);
- language differences, (**Culture**) & social influences, (**Culture**)
- flaws in IT governance - defined as the specification and control of IT decision rights (**Behavior**).

What is it?

A set of playing cards, developed by GamingWorks in association with Van Haren publishing. The cards contain 56 industry recognized ABC (**Attitude, Behavior, Culture**) worst practice cartoons. These cards are used as an awareness or assessment instrument and are designed to be used by teams within an organization to stimulate dialogue and focus attention on resolving ABC issues.

Examples:

The ABC cards were used in a workshop at the it SMF Best practices conference. Sixty people were divided into small teams and were given a set of ABC cards and some exercises. **Summary of findings:** Here is an overview of the top scoring ABC worst practice cards chosen in the workshop.

Attitude	<ul style="list-style-type: none">• IT not seen as an added value partner (4)• Neither partner makes an effort to understand the other (4)• My TOOL will solve ALL your ITSM problems (4)
Behavior	<ul style="list-style-type: none">• We don't measure our value contribution to strategy (5)• Throwing ITIL solutions over the wall and hoping people will follow them (5)• Process managers without authority (4)
Culture	<ul style="list-style-type: none">• 9 to 5 culture (4)• Not my responsibility (4)• Blame culture (4)

Jertium Standards training enquiry form

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Preferred date(S) Courses(S):

Once completed send your form to fax at **+6 03-20929201** or email : edu@jertium.com

Mode of Payment: Cheques or Bank Drafts to be made payable to Jertium Sdn Bhd

Bank-in or Transfer: Name: Jertium Sdn Bhd, Bank: Maybank Bhd, Account No.: 5144 8610 6247,
Swist Code : MBBEMYK

Note: Please fax the bank-in slip at 03-2092 9201. Payment is required within 5 working days on the receipt of invoice. All payments must be received before the event.

Cancellations: Should you be unable to attend, we will accept your written cancellation by no later than 2 weeks prior to event. Thereafter, we regret we are unable to refund any fees, although in such case we would be happy to welcome a colleague.

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