

ITIL[®] Foundation

Course Overview

In this exciting and dynamic course, you will get an introduction to the lifecycle of managing IT services to deliver to business expectations. Using an engaging case study, you'll learn the core disciplines of ITIL best practices. Upon completing this course, you'll be well positioned to successfully complete the associated ITIL exam required for entry into the future ITIL intermediate-level training courses.

ITIL covers five core disciplines:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

Who Needs to Attend

Anyone seeking ITIL Foundation certification and everyone interested in aligning IT with business, controlling or reducing IT costs, improving IT service quality, and balancing IT resources in the most effective manner. All IT professionals, IT project managers, IT managers, IT project or team members, coordinators, network operators, business process analysts, IT architects, consultants, systems integrators, help desk managers and staff, planners, managed service providers, outsourcers, application developers, and other IT-related positions.

Prerequisites

Familiarity with IT terminology and IT-related work experience are recommended.

SIEGER TRAINING CONSULTANTS (P) LIMITED

Plot No: 106, Bharathiyar St – Chellappa St Junction, Visalakshi Nagar, Santhosapuram, Chennai – 600073. Tamil Nadu, INDIA.

Ph: +91 44 22781335, +91 44 42837167, HP: +91 9500120969, +91 9500129901, +9840097567, +91 9840059445

Email: training@siegergroups.com | Visit us at: www.siegergroups.com

ITIL® Foundation

Course Objectives

- Key concepts of ITIL
- Important principles for improving IT operations
- Vital processes and functions
- Practical guidance for applying ITIL to everyday IT situations
- How to align with business, control costs, and improve IT service quality
- Strategies to balance IT resources

Course Content

1. Service Management Defined

- IT services and what they really do
- How IT services deliver value to customers
- Value and importance of IT service management

2. ITIL Introduction

- Good practices
- Ease ITIL adoption
- ITIL qualification scheme, bodies, and certifications

3. Service Strategy

- Design, develop, and implement service management
- Service management as a strategic asset
- Setting objectives and expectations
- Identify and select prioritization opportunities

4. Service Design

- Design and develop services
- Develop processes
- Design principles and methods
- Convert strategy into services

SIEGER TRAINING CONSULTANTS (P) LIMITED

Plot No: 106, Bharathiyar St – Chellappa St Junction, Visalakshi Nagar, Santhosapuram, Chennai – 600073. Tamil Nadu, INDIA.

Ph: +91 44 22781335, +91 44 42837167, HP: +91 9500120969, +91 9500129901, +9840097567, +91 9840059445

Email: training@siegergroups.com | Visit us at: www.siegergroups.com

ITIL® Foundation

5. Service Transition

- Develop and improve capabilities
- Improved methods for transitioning new and changed services into operation
- Manage the complexity related to changes
- Prevent undesired results while enabling innovation

6. Service Operation

- Effectively and efficiently deliver support services
- Ensure value to customer and service provider
- Maintain stability while allowing for change
- Organize to improve IT support to customers

7. Continual Service Improvement

- Create and maintain value for customers
- Importance of better design, introduction, and operation of services
- Improving service quality, business continuity, and IT efficiency
- Link improvement efforts to strategy, design, and transition

8. Exam-Taking Tips

- Important techniques to help you pass your exam

9. Practice Exams

- In-class and take-home exam preparation
- Simulated exam

ITIL® Foundation

Training Highlights:

- Real-time experience in handled all key Roles from SO & ST - Starting from Incident Management, Problem Management, Release Management, Change Management, Capacity Management, and Availability Management to Supplier Management.
- Being Consultant & Freelance Trainer, have Trained more than 250 + professionals (30+ Batches – Multiple Institutes) on ITIL & Service Management.
- Proficient in handling the Trainee Queries, and Technically Skilled in delivering results.
- Consulting many International & Domestic Accounts, and can provide real time examples comparing ITIL V2 vs. V3 Refresher 2011to the Trainees.
- End of my Training, can guarantee the Trainee’s will pass certification on their own. This meets the vision of the Training Institute as well.
- Ensure the Trainee takes both Knowledge & Certificate, which would bring positive said towards the Trainer / Institute.

Real Time - Account Highlights:

- Responsibilities include Recruiting and new hire training for the project.
- Optimized Incident, Problem Change Management, Configuration, Service Level, Capacity and Availability Management based on the ITIL framework.
- Initiated / build Knowledge base portal for projects.
- Assist in reporting from Service Desk application (Remedy 7.0) and defining Key performance indicator metrics. Provided HOD & Senior Manager presentations.
- Re-defining Process Model & crisis Management Discipline. Defining PM methodology for ITSM team and supervising staff training.
- Establish benchmark guidelines for how ITSM team should function and what ideas should guide decision-making. Attracting, developing, and retaining skilled & talented ITSM Operations staff.
- Reviewing Training Module for service desk, incident & problem management team, & tracking Agent wise daily & weekly report.
- Lead role in bringing the Intranet portal and Lotus notes study guide, considered milestone for the process.
- Chair the Change Management Meetings, Mediate all conflicts regarding scheduling , lack of approval or lack of documentation prior to implementation of the change
- Revise Management on the change management procedures.

SIEGER TRAINING CONSULTANTS (P) LIMITED

Plot No: 106, Bharathiyar St – Chellappa St Junction, Visalakshi Nagar, Santhosapuram, Chennai – 600073. Tamil Nadu, INDIA.

Ph: +91 44 22781335, +91 44 42837167, HP: +91 9500120969, +91 9500129901, +9840097567, +91 9840059445

Email: training@siegergroups.com | Visit us at: www.siegergroups.com

ITIL[®] Foundation

- Act as focal point for suggestions regarding change procedures
- Audit the change log to ensure that the changes are being updated properly
- Advise Management of procedural violations or omissions through management reports
- Provide advice on change process techniques and contribute to change implementation decisions. Responsibilities include new hire training for the project, which includes ITIL / Incident / Problem / Change & Release.
- Leading process maturity improvement initiatives for ITSM group based on ITIL. Consulting and Governance. Negotiating SLA's, OLA's within the team.

Products: Lotus Notes 8.5.1, SAP, Citrix, Clarity & Host management.

CRM Tools: Remedy 7.5, HP Service Manager, Tivoli & Clarify.

Remote Tools: Dame ware, Net meeting, VNC.

Other Details:

- All payments must be made by cheque/online transfer etc., drawn in favour of Sieger Training Consultants Pvt. Ltd. Sieger will charge on INR basis only.
- Overseas clients will have to take care of all the training materials directly as briefed by Sieger Training. However, Sieger can procure some (which can be transited) not all, on behalf of the client but any additional charges for custom clearance has to be taken care by client only.
- Facilitators Travel & Food have to be taken care by the client
- Clients will have to arrange LCD, Speakers, Mike on their own.
- Cancellation of confirmed programmes shall be intimated one week in advance else 50% of the total charges shall be applicable.
- Client will recognize the intellectual property rights of Sieger Training and such materials are not to be copied without prior written approval of Sieger Training.
- Take all responsible steps to hold all Sieger Training copyrighted materials confidential to Client.
- Guarantee that no training will be conducted using Sieger Training concepts or material is carried out for employees of Client and Client shall not use Sieger Trainer's without the knowledge of Sieger Training Consultants (P) Limited.
- Ensure that any materials of Sieger Training supplied to internal employee(s) are retained by Client and or returned to Sieger Training in the event that the employee(s) ceases to be employed by the company;
- Ensure that no substantive modification of course design or content occurs without the prior written permission of Sieger Training, which shall not be withheld unreasonably;
- Treat this agreement as confidential and not divulge its contents to third parties;
- Inform Sieger Training of any internal procedures for the payment of invoices.

Follow us on



Let's Stay In Touch [Click Here To Subscribe](#) SIEGER TRAINING INDIA Workshop Updates

Copyright (C) 2015, Sieger Training Consultants (P) Limited, All Rights Reserved.

SIEGER TRAINING CONSULTANTS (P) LIMITED

Plot No: 106, Bharathiyar St – Chellappa St Junction, Visalakshi Nagar, Santhosapuram, Chennai – 600073. Tamil Nadu, INDIA.

Ph: +91 44 22781335, +91 44 42837167, HP: +91 9500120969, +91 9500129901, +9840097567, +91 9840059445

Email: training@siegergroups.com | Visit us at: www.siegergroups.com