



ITIL® Foundation

2 Days | Classroom Training



TRAINING ORGANIZATION ACCREDITED BY

PEOPLECERT ON BEHALF OF AXELOS

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::

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::

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::

SINGAPORE

::

INDIA

Content

ITIL® Foundation

Introduction

Who we are

Our Clients

Course Overview

Career Path

Course Content

Course Assessment

Faculty Profile

Contact Information

Introduction

Nowadays, IT industry is constantly changing, making it difficult to stay current with the latest trends. It can also be difficult to know when something is just a fad versus something that will be around for a while. The Information Technology Infrastructure Library, or ITIL[®], is one of the few programs that has been well established in the IT Service Management field for more than two decades. The standard framework, or the set of best practices, has become the need of the hour for IT professionals.

Our ITIL[®] Foundation certification is an entry-level certification program and a stepping stone to augment participants' career path in ITSM. This training covers the latest version of core ITIL[®] best practices, allowing participants to delve into the principles and core elements of ITSM based on ITIL[®].

This program is comprised of 5 core publications: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Implement. With this, we aim to promote alignment of the business goals as well as improving operational efficiency by increasing productivity, optimizing costs and improving overall stakeholder experience.



APEX Global is the learning solutions arm of ECCI—the leading process improvement solutions provider in Southeast Asia.

Our sole aim is to promote performance excellence among professionals. We give our customers the advantage to achieve greater success through effective, experiential and results-oriented training delivery.

We have the experience of training over 300,000 professionals in the last decade, a strong pool of evangelists and trainers with expertise in a niche array of domains and a strong regional presence. We provide an extensive portfolio of high-quality, industry-specific and functional programs coupled with high quality comprehensive training materials to deliver our ultimate “promise”—the R.E.A.L learning experience.

AXELOS is a joint venture company created in 2013 by the Cabinet Office on behalf of Her Majesty's Government (HMG) in the United Kingdom and Capita Plc. It manages, develops and grows the Global Best Practice portfolio.

AXELOS boasts of an already enviable track record and an unmatched portfolio of globally-recognized best practice qualifications and methodologies.

These include ITIL®, PRINCE2®, MSP®, and the new collection of cyber resilience best practice products, RESILIA™. All these are adopted by private, public, and voluntary sectors in more than 150 countries with the goal to improve employees' skills, knowledge, and competence to contribute in ensuring that both individuals and organizations work more effectively.

RESILIA™ are just some of the methodologies under the AXELOS Global Best Practices Portfolio used by the organization's strong global network of accredited training and consulting partners.

APEX Global is one of the few accredited partners of AXELOS in the Philippines

Our clients continue to grow

With an ever expanding IT industry facing a shortage of skilled ITIL® professional talent, the need for learning and development becomes crucial. With a continuously evolving environment our clients have entrusted us with their learning edge to ensure they're on top of their game.



High performance. Delivered.



City of Entertainment



Leading Innovation >>>



Course Overview

Who is this course for?

This training program is aimed at IT Professionals, IT Support Staff, Technical and Application Specialists, Project and Service Managers who would like to:

- **Get introduced to a consistent ITSM best practices, framework and terminologies into their daily work**
- **Hold an internationally-recognized certification**
- **Improve customer satisfaction through a more professional approach to service delivery**
- **Effectively manage IT service delivery in organizations of all sizes and industries around the globe**
- **Have an unbiased evidence of ITSM skills**

What can you expect?

At Apex Global, we will help you gain and apply the knowledge you need, enable you to make better informed decisions by appreciating the niche that the ITIL® Foundation introduces you to.

The learning path will take you through 16 hours of instructor-led lectures and practical adventures. An interactive approach is used by combining lecture, discussion, and case study experience to prepare participants for the ITIL® Foundation certification exam as well as to provide valuable practical knowledge that can be rapidly applied in the workplace. The integrated case study deepens the participant's appreciation of how ITIL® best practices can be applied in order to improve IT performance.

What will you learn?

APEX Global has teamed up with AXELOS to customize this training for the specialized learning needs in the Philippines and ASEAN.

Upon completion of the training program, you will be able to:

- **Learn and apply the principles, best practices, and terminologies of the IT Service Management**
- **Understand the key concepts and definitions used in the “service-driven lifecycle”**
- **Process interrelationships and interdependencies of business integration**
- **Forecast, respond to, and influence the demand for your services**
- **Understand ways to apply lean principles and automate standard tasks to improve efficiency of ITSM processes**



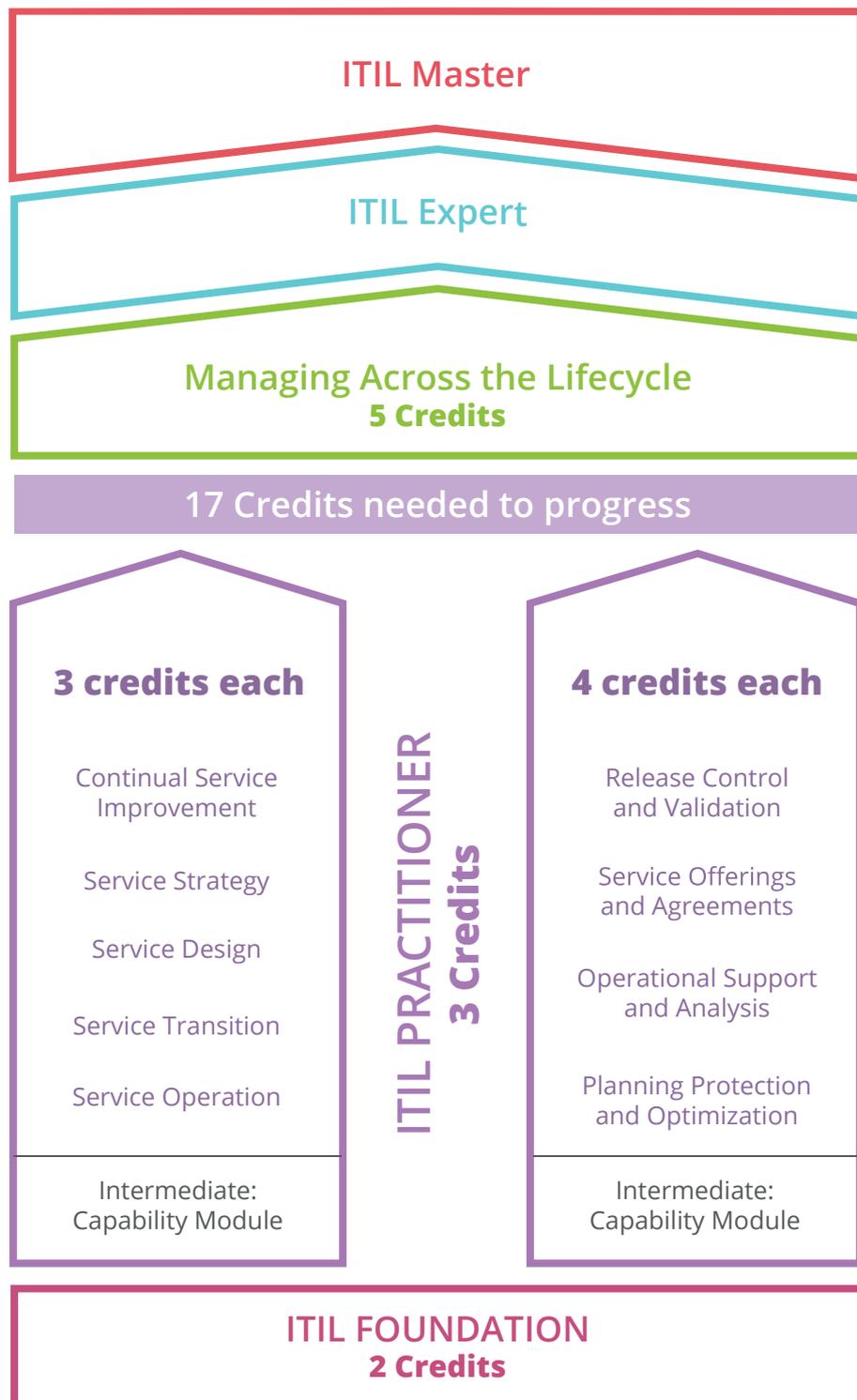
If you haven't won the HEARTS and MINDS of the people, your ITSM program will fail.



David Mainville
ITSM evangelist,
CEO & Co-founder of Navvia

Career Path

ITIL® Foundation is a two-day certification course designed to familiarize professionals with the basic understanding of concepts to enhance the quality of ITSM in their respective organizations with the use of key ITIL® principles and models.



ITIL® Practitioner is a three-day certification course that was recently developed to address the issue of organizations having a hard time integrating the ITIL® principles in their IT culture and to help them align service improvement initiatives with their business goals.

ITIL® Intermediate series takes on a modular approach with each module focusing on the different aspects of ITSM. Each course within this track is a three to four day certification course and considered as the next level in the ITIL® Certification framework after Foundation.

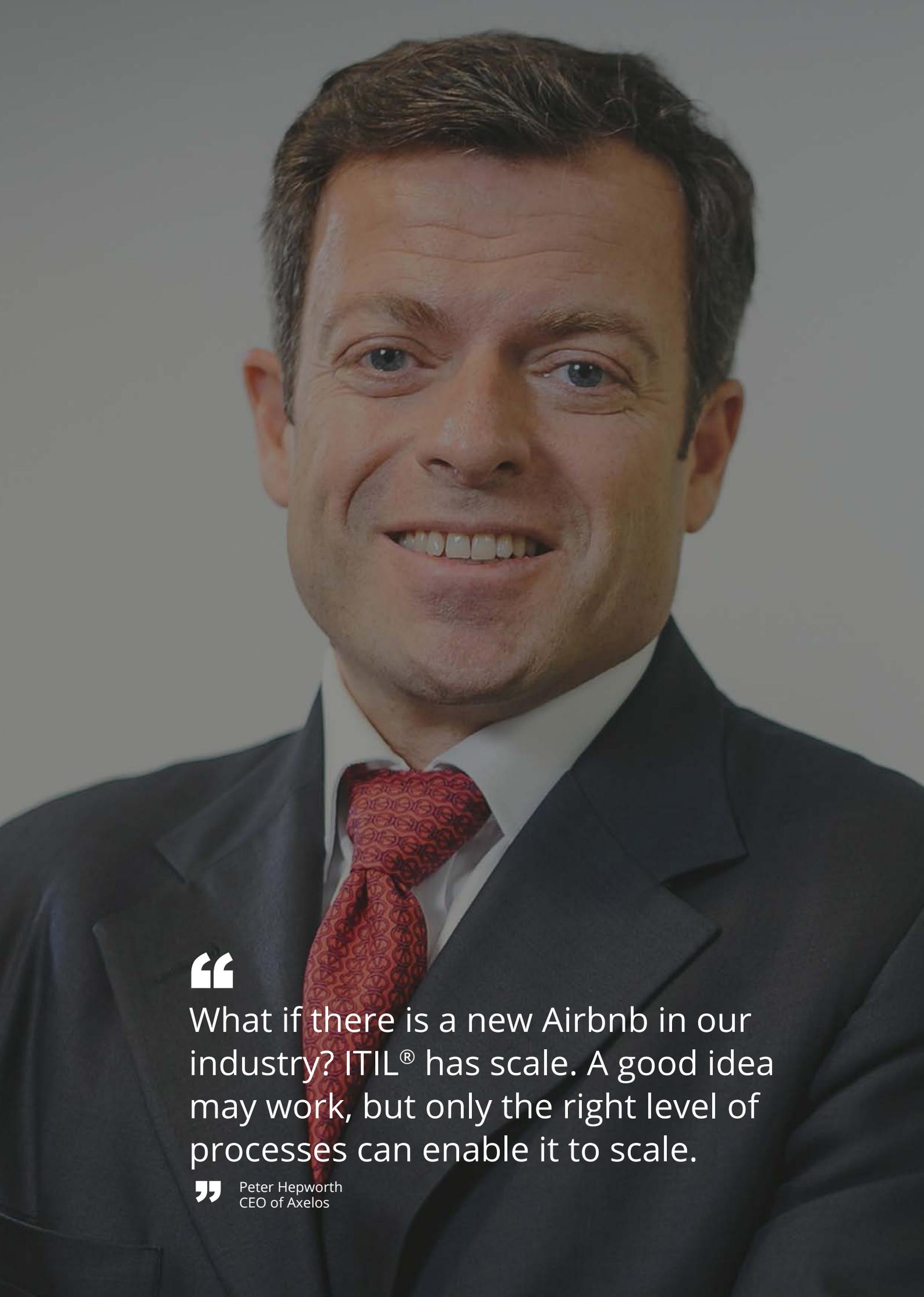
ITIL® Intermediate Service Lifecycle is the tactical track which is concerned with the stage and process of roles and relationships. It is designed for professionals whose main roles are policies setting, process management, and process organization. Continual Service Improvement (CSI), Service Strategy (SS), Service Design (SD), Service Transition (ST), and Service Operation (SO) modules are under this track.

ITIL® Intermediate Service Capability is the track that is geared towards the improvement of an already existing process relationship system. It is also meant for professionals carrying daily process activities. Operational Support and Analysis (OSA), Planning, Protection and Optimization (PPO), Release, Control and Validation (RCV), and Service Offerings and Agreements (SOA) modules are under this track.

ITIL® Managing Across the Lifecycle is a five-day certification course to test and validate a professional's knowledge of the key content topics of ITIL® publication such as management objectives, purposes and functions. This course helps in understanding the management aspects of the Service Lifecycle and thus, leads to ITIL® Expert in IT Service Management.

ITIL® Expert is the next level after gaining the ITIL® Intermediate Certification status. This and the next level do not require training as these account for ITIL® Credits gained through previous modules. It also tests your knowledge and expertise in applying the principles in the organization and demonstrating the ITIL® knowledge in its entirety.

ITIL® Master is the last certification in the training series as it validates how a professional has achieved the desired business outcomes through strategic application of knowledge principles, methods, and support management techniques. This will help you launch into an IT leadership role.



“

What if there is a new Airbnb in our industry? ITIL® has scale. A good idea may work, but only the right level of processes can enable it to scale.

”

Peter Hepworth
CEO of Axelos

Course Content

APEX Global has teamed up with DevOps Institute (DOI) to customize this training for the specialized learning needs in the Philippines and Southeast Asia.

This training program has seven modules:

1. Introduction
2. Service Strategy
3. Service Design
4. Service Transition
5. Service Operation
6. Continual Service Improvement

MODULE 1

Introduction

In this module, you will understand the importance of service management to both the IT service provider and the consumer while utilizing your existing knowledge of service lifecycle and its phases. You will also learn to leverage the established ITIL® best practices and framework to improve quality, effectiveness, and efficiency of service management. Key lessons such as Service Portfolio Management, Financial Management, and Business Relationship Management will be discussed.

MODULE 2

Service Strategy

In any industry, strategy plays a vital role in defining business action and the IT service management field is certainly no exception. This module will provide you with the understanding of what strategy is by identifying services, capability, consumers, value creation and delivery. With a clear Service Provision Model, you will learn how to closely monitor the use of assets, evaluate the organizational capability to deliver the service, define the process and services required, and the level of investment.

MODULE 3

Service Design

In this module, you will learn how to address the purpose, objective, scope and business value of the Service Design lifecycle stage by examining the four areas considered when designing a service: People, Processes, Products, and Partners. The Service Design module will cover all—from designing the service solution itself, the service management system and tools, to identifying the process and technology architecture required, up to establishing the measurement systems and metrics.

MODULE 4

Service Transition

Service Transition is the stage in the lifecycle where one needs to curate service knowledge and minimize the risk of an emerging product versus updated or obsolete services to protect the product environment. By utilizing effective change management guidelines, you can protect the product environment by identifying value assets, helping stakeholders make an informed decision, and leading the way to release and deployment.

MODULE 5

Service Operation

The Service Operation phase is where majority of the IT professionals in the industry is most involved since this encompasses the day-to-day activities that deliver real value to the company through process and infrastructure support. Service Operations is responsible for warranting that the necessary support is able to meet and deliver the stakeholder requirements with reliance on asset availability. This module will also discuss incident, problem, access, and event management.

MODULE 6

Continual Service Improvement

In the final module, you will understand the importance of evaluating, measuring and analyzing the metrics for critical success factors to attain continual service improvement (CSI) within the product environment. CSI enables you to review and revise the service product based on feedback loops, performance baselines, and key performance indicators to ensure that the portfolio remains aligned to the changing needs of the business.



Course Assessment

The ITIL® Foundation exam will evaluate your knowledge in Service management as a practice. The ITIL® service lifecycle, generic concepts, definitions, key principles and models, selected processes, functions and roles, technology, and architecture.

Here are some quick facts about the exam:

-  The ITIL® Foundation exam can be taken after completion of the training program.
-  The exam is online or paper based, closed book, and proctored.
-  You are required to answer at least 26 out of 40 questions correctly to pass the exam, i.e. the pass score is 65%.
-  In online exams, the results will be declared immediately. For paper-based exams, the release of results may take 1-2 weeks.
-  You can choose any date that fits your schedule to take the exam.
-  Once you have successfully cleared the exam, you will be awarded 2 credit points to pursue the next level of ITIL® certifications.

A professional setting with two men at a conference table. The man in the foreground is smiling and looking towards the right. He is wearing a dark grey suit jacket, a light blue shirt, and a blue and white striped tie. The man in the background is also smiling and wearing glasses and a blue shirt. They are sitting at a light-colored wooden table with papers and a laptop. The background is a blurred office environment with green chairs.

Faculty Profile

Delivered by our established in-house experts, global network of trainers, speakers, and facilitators through established processes, this certification course will introduce you to the most relevant and practical aspects of IT Service Management.

APEX Global Expert Council (AGEC) works closely with leading industry experts to consistently create, review, and update the certification learning objectives.

This ensures that what our clients learn is instantly applicable to any role and aligned to the needs of respective industries.

We collaborate with reputable partners on the design and development of course materials, so your learning is shaped by practical experience, expert insights and valuable case studies.



For more information

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