



Arab ICT Organization

## Training workshop

### The "ITIL Foundation Certificate in IT service Management"



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**Date :** 21 - 25 November 2016 [5 days]

**Venue :** Tunis - Tunisia



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### Framework :

- "AICTO" Action plan [2016] - Pillar III "**Capacity Building**" : Building Arab skills capacity in the field of ICT.

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### Main objectives

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.

The "**ITIL Foundation certificate in IT Service Management**" is not intended to enable the holders of the certificate to apply the ITIL practices for service management without further guidance.

### Learning Objectives

Candidates can expect to gain knowledge and understanding in the following upon successful completion of the education and examination components related to this certification.

- Service management as a practice (**comprehension**)
- The ITIL service lifecycle (**comprehension**)
- Generic concepts and definitions (**awareness**)
- Key principles and models (**comprehension**)
- Selected processes (**awareness**)
- Selected functions (**awareness**)
- Selected roles (**awareness**)
- Technology and architecture (**awareness**)
- Competence and training (**awareness**)



## Target Group

The target group of the ITIL Foundation certificate in IT Service Management is drawn 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 that are working within an organization that has adopted and adapted ITIL who need to be informed about and thereafter contribute to an ongoing service improvement program.

This may include but is not limited to :

- IT professionals,
- business managers
- and business process owners



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### Agenda

Day	Key concepts	Details
1	Introduction to ITIL	
	Service Management as a practice	
	Functions, process and Roles	
	Service Lifecycle	
	Service Strategy Key concepts	
	Service Strategy Processes	Service Portfolio Management
		Financial Management
Business Relationship Management		
2	Service Design Key Concepts	
	Service Design processes (Part 1)	Service level Management
		Service catalog Management
		Availability Management
	Service Design processes (Part 2)	Information security Management
		Supplier Management
		Capacity management
		IT service Continuity Management
		Design coordination
Service transition processes (Part 1)	Change Management	
3	Service transition processes (Part 2)	Service asset and configuration Management
		Knowledge Management
		Release and deployment Management
		Transition planning and support
	Service operation processes	Incident Management
		Event Management
		Request fulfillment
Access management		
Problem management		



4	Service operation functions	The service desk
		Technical management
		Application management
		IT Operation management
	Continual service Improvement	CSI Approach
		Measurement for improvement
		The Deming cycle
		The 7 step Improvement process
		The CSI Register
	Roles	Process owner
		Process manager
		Process practitioner
		Service Owner
RACI Model		
5	Technology considerations	
	Global revision	
	Sample Exam and correction	
	Final exam	

**Registration Fees :**

- **Registration Fees 1.600 USD\$**
- **10% discount for more than one participant**
- **Registration fees cover :**  
Training + Documentation + Lunches+ Coffee breaks+ Examination Fees

If you're interested in attending this training course, please fill out the attached "Training Form" and send it back by fax at this number : **00 216 71 846 865**.

Or by e-mail to [m.abdelwahab@aicto.org](mailto:m.abdelwahab@aicto.org)

AICTO can provide interested participants by a list of hotel with preferential prices