



ITIL Foundation

Information Technology Infrastructure Library Service Management

ITIL, formerly an acronym for Information Technology Infrastructure Library, is a set of practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business.

The Foundation level is the entry level qualification which offers a general awareness of the key elements, concepts and terminology used in the ITIL service lifecycle, including the links between lifecycle stages, the processes used and their contribution to service management practices.

This course provides a practical understanding of ITIL key concepts, principles, processes, and functions and prepares students to pass the ITIL Foundation exam.



CODE: ED21B31



DURATION: 21 hours



START DATE: 30/11/2021



AUDIENCE PROFILE:

This course is for all IT service personnel, within an Organization. Participants could be:

- People responsible for the adoption and/or application of ITIL practices in the organization
- IT Department Managers and Supervisors
- IT Department Staff responsible for the application of ITIL processes
- Head of Departments and Managers



PREREQUISITES FOR PARTICIPATION:

-



TRAINING LANGUAGE:

Greek



TRAINING MATERIALS:

Courseware in the English Language



METHODOLOGY:

Lecture, discussion, demonstration and practice.



COURSE OBJECTIVES:

At course completion the participants will gain knowledge on:

- The ITIL Processes and (1) Function within ITIL
- A thorough understanding of the Goals and definitions for each process.
- The roles, responsibilities, and activities for each process
- The relationship of each ITIL process

Contact us

77 77 72 52

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VENUE: EDITC & MMC Conference Center, 16 Imvrou Street, 1055 Nicosia

DATES & TIMES:

Τρίτη 30/11/2021, 8.15 - 16.00

Δευτέρα 06/12/2021, 8.15 - 16.00

Τρίτη 07/12/2021, 8.15 - 16.00



PARICIPATION COST:

The cost includes the course notes and certificate. In the event of classroom led training, coffee, snacks and lunch (only for full day courses) are offered complimentary.

Participation Cost

- Total Cost: €650
- HRDA Subsidy: €357
- Net Cost: €293

For Unemployed

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COURSE TOPICS

ITIL Core Concepts

- Services
- Service Management
- ITIL as a Good Practice Framework
- The Service Lifecycle
- Processes
- ITIL Processes by Lifecycle Phase
- Functions
- Roles

Organizing For Service Management

- ITIL® Functions
- Service Desk
- Technical Management
- Application Management
- IT Operations Management
- The RACI Model

Service Strategy

- Overview
- Business Value
- Concepts and Models
- Business Case
- Return on Investment (ROI)/Value on Investment (VOI)
- Value: Utility and Warranty
- Service Assets
- The Service Portfolio
- The Service Belt
- Processes
- Service Strategy
- Service Portfolio Management
- Demand Management
- IT Financial Management

Service Design

- Overview
- Business Value
- Concepts and Models
- Quality Must Be Built-In
- The Service Catalog
- The Four P's of Service Design
- The Five Aspects of Service Design
- Service Design Processes
- Service Catalog Management
- Service Level Management
- Availability Management
- Capacity Management
- IT Service Continuity Management
- IT Security Management
- Supplier Management

Service Transition

- Overview
- Business Value
- Concepts and Models
- Service V-Model
- Change

- Request for Change
- Change Types
- Change Authority
- Change Advisory Board
- Emergency Change Advisory Board
- Change Model
- Release
- Release Unit
- Baseline
- Configuration Management System (CMS)
- Configuration Item (CI)
- Service Transition Processes
- Change Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Minor Service Transition Processes

Service Operation

- Overview
- Business Value
- Concepts and Models
- Balance
- Communication
- Incident
- Problem
- Error
- Known Error
- Event
- Service Operation Processes
- Incident Management
- Problem Management
- Event Management
- Service Request Fulfillment
- Access Management

Continual Service Improvement

- Overview
- Business Value
- Concepts and Models
- The Role of Measurement
- Objectives, CSFs, KPIs, Metrics, and Measurements
- The Deming Cycle
- The Continual Service Improvement Model
- Service Improvement Plan (SIP)
- Continual Service Improvement Processes
- The Seven Step Improvement Process
- Service Level Management

- Technology and Architecture
- The Role of Automation
- Automation Tips
- Information Systems Discussed Within ITIL®

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Registration Form

Seminar Code: ED21B31— Title: ITIL Foundation - Information Technology Infrastructure Library Service Management Start Date: 30/11/2021

A. Organization's details (if applicable)					
Company/Organization:		Size:	<input type="checkbox"/> Small	<input type="checkbox"/> Medium	<input type="checkbox"/> Large
Economic Activity:		Telephone:		Fax:	
Address:		Postal Code:			
Person responsible for the registration:		Email:			
		Direct Telephone:			

B. Participant's details (1)					
<input type="checkbox"/> Mr	<input type="checkbox"/> Ms	Name		Surname	
Title/ Job Position:			Email:		
Job description:			Telephone/Mobile:	Fax:	
Reasons for participating in the seminar:					
Please fill this section if there are special requests for the lunch provided (only in the case that lunch is included)					
<input type="checkbox"/> Fasting <input type="checkbox"/> Vegetarian <input type="checkbox"/> Vegan					

C. Participation Cost	
PARTICIPATION IN THE SEMINAR IS PREPAID (at least three days before the start of the seminar)	
Please invoice <input type="checkbox"/> The participant <input type="checkbox"/> The company Credit Customer Number (if applicable):	
<input type="checkbox"/> For participants entitled the Human Resource Development Authority (HRDA)	€ 293
<input type="checkbox"/> For participants not entitled the Human Resource Development Authority (HRDA)	€ 650
Cheques must be issued to EDITC Ltd and payment can be made directly through deposit to the account of the company	
Account Name: EDITC LTD	Account Number: 115-01-068696-01
IBAN: CY19 0050 0115 0001 1501 0686 9601	SWIFT/BIC: HEBACY2N

D. Terms and conditions for participation on EDITC seminars	
1. The company accepts registrations for participation in the seminars at least 5 working days prior to the start of the seminar. EDITC does not commit to accept any registrations received in less than 5 working days before the start of the training program.	
2. Written cancellations received 5 working days before the start of the training program are accepted and in the case where a payment has been made by the client, the full amount is reimbursed to the client. Cancellations that do not meet the above term are invoiced. The client may replace the participants) provided that they meet the criteria for participation on this program.	
3. The company has the right to cancel or postpone a training program up to one day before the start date of the program. All prepayments are returned to clients.	
4. All registrations are strictly prepaid except credit customers. EDITC will not allow the entry of participants in the class unless their financial obligations have been settled.	
5. EDITC will inform the client upon receipt of the application form. Written confirmation for the implementation of the training program will be sent within 3-5 days before the start date of the seminar. In exceptional cases written confirmation may be sent one day before the start of the program. Participants are encouraged to contact the company in case they did not receive the confirmation.	
6. Participants with less than 75% attendance cannot be subsidized by the HRDA and in this case the participants (or their company) will have to pay the amount of the subsidy (in addition to their own payment amount).	
7. In case of subsidized programs by the HRDA all the required forms of HRDA must be sent to EDITC before the start of the training program. EDITC will not allow the entry of participants in the class unless the HRDA forms have been submitted to EDITC.	
8. Certificates of participation will be given to participants after the completion of the course provided that their financial obligations and obligations regarding HRDA forms are settled. Otherwise certificates will be mailed as soon as the above obligations are settled.	

We agree with the above terms and conditions

Signature:

Date:

Stamp (in case of company):

Registration Form

B. Participant's Details (2)					
<input type="checkbox"/> Mr	<input type="checkbox"/> Ms	Name		Surname	
Title/ Job Position:				Email:	
Job description:			Telephone/Mobile:		Fax:
Reasons for participating on the seminar:					
Please fill this section if there are special requests for the lunch provided (only in the case that lunch is included)					
<input type="checkbox"/> Fasting <input type="checkbox"/> Vegetarian <input type="checkbox"/> Vegan					

B. Participant's Details (3)					
<input type="checkbox"/> Mr	<input type="checkbox"/> Ms	Name		Surname	
Title/ Job Position:				Email:	
Job description:			Telephone/Mobile:		Fax:
Reasons for participating on the seminar:					
Please fill this section if there are special requests for the lunch provided (only in the case that lunch is included)					
<input type="checkbox"/> Fasting <input type="checkbox"/> Vegetarian <input type="checkbox"/> Vegan					

B. Participant's Details (4)					
<input type="checkbox"/> Mr	<input type="checkbox"/> Ms	Name		Surname	
Title/ Job Position:				Email:	
Job description:			Telephone/Mobile:		Fax:
Reasons for participating on the seminar:					
Please fill this section if there are special requests for the lunch provided (only in the case that lunch is included)					
<input type="checkbox"/> Fasting <input type="checkbox"/> Vegetarian <input type="checkbox"/> Vegan					

B. Participant's Details (5)					
<input type="checkbox"/> Mr	<input type="checkbox"/> Ms	Name		Surname	
Title/ Job Position:				Email:	
Job description:			Telephone/Mobile:		Fax:
Reasons for participating on the seminar:					
Please fill this section if there are special requests for the lunch provided (only in the case that lunch is included)					
<input type="checkbox"/> Fasting <input type="checkbox"/> Vegetarian <input type="checkbox"/> Vegan					

We agree with the above terms and conditions

Signature:

Date:

Stamp (in case of company):
