



ITIL® v3 Foundation Certification Program



August 9 - 11, 2010 * 9am – 5pm * Raycom InfoTech Park, Beijing, China

The IT Infrastructure Library (ITIL) v3 is the current version of the most widely adopted best practice framework for IT management. Achieving the Foundation Certification represents clear demonstration that you can contribute to improving the maturity of an IT organization. *In this course, you take the ITIL v3 Foundation Certification Exam on the final day of class.* The unique structure and format of this course follows the guidelines of the testing body and provides comprehensive coverage of the ITIL v3 Foundation Certification Exam topics. Participants will learn how to:

- Prepare for and take the ITIL v3 Foundation Certification Exam
- Identify opportunities to develop IT processes using ITIL v3
- Interact with IT teams using ITIL terminology and concepts
- Explore the components of Service Management processes
- Recognize the importance of IT and business integration
- Explain the benefits of Continual Service Improvement to the organization

Course Outline:

Participants gain knowledge of the Service Lifecycle and the integration of IT and the business need through ITIL v3 Workshops include:

- Exploring ITIL principles to reduce hardware failure
- Leveraging ITIL processes for software deployment
- Enhancing competitive advantage with ITIL Service Strategies
- Increasing organizational value with ITIL contributions
- Generating efficient audits through ITIL maturity
- Daily exam practice and review sessions
- Taking the ITIL v3 Foundation Certification exam
- The ITIL Foundation Certification Exam is offered on the final day of class

ITIL v3 Foundation Modules					
ITIL Basic	Introduction	Key Concepts	Principles	Processes	Functions & Roles
Overview	Service Mgmt Concepts	ID & Doc Services	Service Strategy	Service Mgmt Roles	IT Organization Functions
5 Core Processes	Service Lifecycle	Data Flow & KM Optimize Infrastructure	Design	Service Mgmt Reliability	Define Service Roles
			Transition		
			Operation		
			Continue Service Improvement		

ITIL® version 3 is being rolled out presently, and represents a substantial change from version 2. Delegates can convert ITIL® v2 qualifications to ITIL® v3 qualifications by taking one of the bridging courses.

Program contents include:

- Overview of the drivers for the ITIL v3
- Service Management Concepts
- Identifying and documenting the services
- Optimizing the infrastructure
- Service Design
- Service Operation
- The roles in Service Management
- Outlining IT organization functions

- The Five Core Processes
- The Service Lifecycle
- Data information and knowledge
- Service Strategy
- Service Transition
- Continual Service Improvement
- Resilience and reliability in Service Management
- Defining service roles

ITIL v3 Program Coverage													
	Service Delivery	Capacity	Availability	IT Service Continuity	Financial Mgmt for IT Services	Service Support	Incident Mgmt	Problem Mgmt	Config Mgmt	Change Mgmt	Release Mgmt	Service Desk	Security
Introduction	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Relationship with Incident Management								✓					
Interface with Other ITSM Disciplines													✓
Key Concepts	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Goals	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Roles & Responsibilities	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Procedures	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Action Steps	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Benefits	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Potential Consequences	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Architecture													✓
Customer Support													✓
Service Quality													✓
Key Success Factors													✓



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Who Should Attend:

For managers who delivers IT services, process owners and working in an organization that has adopted ITIL. Who has day-to-day responsibilities in one or more of the Service Management disciplines; and who wish to work towards the ITIL diploma

The Facilitator:

Roger Cheng

Roger has 16 years experience in a variety of information technology management and technical roles. Over the previous 9 years at CA, he has been taken the role as Senior Consultant, Project Manager, Service Team Leader and Architect, and primarily focused on designing and implementing solutions for Enterprise Infrastructure Management and IT Service Management. With a background in range of skills such as Software Engineering, Systems Integration, Computer Network, Systems Planning/Design, ITIL Consulting and Customer Communication has enabled. Roger to work on many multi vendor/platform systems integration projects.

Registration:

Name :	Title / Dept :	
Company :	Nature of Business :	
Phone :	Fax :	Email :

Admission Fee:

Training materials and ITIL v3 Exam fee included RMB8,772 **OR** USD1,360

Payment method:

T/T payment of RMB / USD _____ payable to the " **HBC Limited** ". Details of wire transfer as follows:

BY TELEGRAPHIC TRANSFER: HBC LIMITED

Name of Bank : **HSBC**

Account No. : **004-499-505220-838**

Branch Address: **HSBC Sun Hung Kai Branch, Shops 115-117 & 127-133, 1/F., Sun Hung Kai Centre, 30 Harbour Road, Wanchai, Hong Kong**

Swift Code : **HSBCHKHCHKH**

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HBC is sensitive to data privacy. If you do not wish to receive eDM/faxes from us, please fax back at +852-30158918 or email cs@hbc.hk and write "Unsubscribe"