ITIL V4 Foundation (Service Management)
Training Program

Who can do?

- Managers and Senior General Managers
- Entrepreneurs
- Teachers and Professors
- Project Managers
- Those people who would like to develop their leadership skills and want to become a leader.

100,000+ Students have been Trained

since 1997

Invest in People the only Asset that Appreciates

Program is offered by

3D EDUCATORS - INT
22 Years of Excellence in Training & Development

🌐 www.3dedudcators.com
✉ info@3deducators.com

ITIL V4 Foundation Training Program

100,000+ Students have been Trained

since 1997

Course Overview

This course provides comprehensive first-level training for anyone involved in provision, support, and delivery of IT Services. It is accredited by, and follows the syllabus specified by the APM Group (www.apmgroup.co.uk/).

The ITIL®V4 Foundation course culminates in an optional one-hour multiple-choice examination for the Foundation Certificate in IT Service Management - Version 4 and is a pre-requisite for the further training in ITIL Version 3 that leads to the ITIL Diploma in IT Service Management.

The ITIL® Framework is a source of good practice in service management. ITIL® is used by organizations world-wide to establish and improve capabilities in service management. Service Management is a set of specialized organizational capabilities for providing value to customers in the form of services. The capabilities take the form of functions and processes for managing services over a lifecycle, with specializations in strategy, design, transition, operation, and continual improvement. The capabilities represent a service organization's capacity, competency, and confidence for action. The act of transforming resources into valuable services is at the core of service management. Without these capabilities, a service organization is merely a bundle of resources that by itself has relatively low intrinsic value for customers.

ITIL V4 Foundation Training Program

100,000+ Students have been Trained

since 1997

Table of Content

ITIL V4 Foundation Training Program

100,000+ Students have been Trained

since 1997

Course Objectives:

The **"ITIL V4 Foundation"** training program has designed by the OGC Body who are authorized and governing body of UK.

The **"ITIL V4 Foundation"** Program has been conducted by senior certified and qualified I.T. professionals, who having the huge experience of teaching and implementation of ITIL. They have worked with various large commercial banks, Private, Multinational and public sector companies.

They trainers are foreign qualified and having the degrees of PhD, M.Phil., MBA, M.Sc. and research background, More they having the experience of local and abroad.

Inauguration

The Training Program will be inaugurated by a senior member of 3DEducators.

Program Structure

No of classes per week	**01**
Duration of each class	**03 – Hours**
Total Duration	**12 Hours**

Other Learning Activities

Classroom Assignments	**04**
Presentations by Trainees	**01**

As Consultant & Senior Trainers, the team of trainers of ISO 20000 we at **3D Educators – Trainers & Consultants** would not compromise on the faculty quality, that's where we train the professionals and enhanced their skills to the best to be the best.

ITIL V4 Foundation Training Program

100,000+ Students have been Trained

since 1997

Training Methodology

You'll learn through a comprehensive 'hands-on-training + case-study' method of instruction that will provide you the theoretical and practical knowledge that you can put to work immediately at your workplace.
Subject matter will be delivered via:

- Lecture and slide presentations
- demonstrations
- Class discussions
- Manual Development
- Assignments
  - o Assignment Class Work- 2
  - o Assignment Class Work- 3
  - o Assignment Class Work- 4
- Final Project
- Final Exam / Assessment

ITIL V4 Foundation Training Program

100,000+ Students have been Trained

since 1997

Course Objectives

The purpose of the ITIL® Foundation certificate in IT Service Management is to obtain knowledge of the ITIL terminology, structure and basic concepts and to comprehend the core principles of ITIL practices for Service Management. The course covers the five core volumes which provide an end-to-end view of IT and its integration with business strategy. Those five core volumes are:

- Service Strategy provides guidance on how to design, develop, and implement service management. It ensures that the overall business aims and strategy is supported by the IT organizations aims and strategy.
- Service Design provides guidance on the design of new or changed services for introduction into the live environment
- Service Transition provides guidance on managing change along with risk and quality whilst ensuring IT Operations can manage those changes within the context of the ICT Infrastructure.
- Service Operation provides guidance on the day to day management of the ICT Infrastructure. It is also contributes to the Service Management Lifecycle for carrying out those processes which contribute to the optimization of the services provided.
- Continual Service Improvement looks at the Service Management Lifecycle. It identifies opportunities for improvements in the efficiency, effectiveness of the processes and optimization of the costs associated with service provision.

Intended Audience

This course is aimed at all levels of IT professionals, Customers, and Users involved in the provision or receipt of IT Services

ITIL V4 Foundation Training Program

100,000+ Students have been Trained

since 1997

Course Prerequisites
- Involvement in the provision or receipt of IT Services

Course Delivery
- The course is comprised of reading material, lecture sessions, short exercises which reinforce the knowledge gained and practice examinations. Those delegates taking the certificate exam on the final day will need to plan to spend 90-120 minutes each evening on revision and example examination questions.

Course Outline

- Introduction to and importance of IT Service Management, the Service Lifecycle and best practice
- Concept of Service Management
- Key Principles and Model of ITSM
- Definition of a Service
- Definition between Functions, Roles and Processes
- The need for a strong service culture

Students who are unable to appear for the final exam are required to submit a written application stating the reason for not appearing for the exam. 3D Educators reserves the right to approve or deny such applications. If approved, the student will be allowed to sit for the exam within one month. Failure to do so, the student will be resubmit the examination fee and sit the future schedule exam. Without passing of the exams no certification will be awarded.

ITIL V4 Foundation Training Program

100,000+ Students have been Trained

since 1997

ONLINE LIVE CLASSES FACILITY AVAILABLE

- Instructor Led Training
- Real Time Presentations
- Interactive Classes
- Complete Notes and Other Stuff shall be provided through our Secure Student Login Member's Area
- For Online Live Classes, you may please download the Admission Form through our website http://www.3deducators.com. Fill it properly and attached the required document along with Picture and send back to info@3deducators.com with scanned fee submitted voucher in the bank.
- For Pakistan you may submit the fee at any MCB Branch with the title of "3D EDUCATORS-TRAINERS & CONSULTANTS".
- If you are outside Pakistan then you may transfer via Bank to Bank or any western union, Fast Track, Money Gram or else International Transfer Body.
- After Admission, if you don't have GMAIL Account then you are requested to kindly make one GMAIL Account and shared it info@3deducators.com. Then further correspondence shall be made by our institute official.
- Extra Bandwidth Charges shall be incurred.

DISTANCE NOT MATTER

You can join in the live classes Sessions of 3D EDUCATORS – TRAINERS & CONSULTANTS from anywhere of the world.

ITIL V4 Foundation Training Program

100,000+ Students have been Trained since 1997

PRECAUTIONARY MEASURES

- During Classes, you are requested to make sure that you are in isolated room, where no noise should be there except your voice.

- Kindly Switch Off your Cell Phone during the class, because it will disturb the quorum of class.

- If you have taken the admission in the course online lonely, then ethically it is recommended and suggested that you alone in the class.

- Recording of Lectures are not allowed at your end.

This world is emerging and growing in the 21st Century very rapidly because of latest and remarkable technologies and its advancement. Due to advancement of technology, we 3D EDUCATORS offer Live Interactive class sessions

3D EDUCATORS believe on Information Technology and its systems. Now you can also avail this facility at your home.

CONTACT US

021-34141329, 0333-2402474
021-34857148

info@3deducators.com
http://www.3deducators.com

Get the Admission Form

Download Form

**MANAGEMENT
3D EDUCATORS
TRAINERS & CONSULTANTS**

ITIL V4 Foundation Training Program

100,000+ Students have been Trained since 1997

Training Certification Sample

CERTIFICATE
Invest In People the Only Asset that Appreciates...

The Certificate Witnesseth that

Dr. Muhammad Allama Iqbal

Has Successfully Completed the 12-Hours Training of the

"ITIL V4 FOUNDATION"

Conducted By

3D EDUCATORS – TRAINERS & CONSULTANTS

From 22 Nov 2020 To 22 Jan 2021

CERTIFICATE ID: 3DCIA1010/5/2003093

Principal of Institute

GLOBALLY RECOGNIZED

Global Partner - International Management Research & Technology Consortium - IMRTC USA
Global Partner - PECB CANADA, Partner Institute of SDC - Government of Pakistan