Sijison Training
Career and Leadership Developemnt

ITIL/ITSM FOUNDATION COURSE

Introduction

Sijison Training provides personal and professional training worldwide with the knowledge, skills, and tools to achieve performance excellence in a complex and fast moving global economy. We train thousands of clients with new skills and behaviour, to gain more confidence, advance their careers.

Sijison Training service offerings covers a range of courses from Telecoms Industry to Technology, Business and Management Training. We bring opportunities for both individual and corporate organizations to develop career within their staffs. We offer a wide range of unique seminars, workshops, conferences, customized corporate programs, and consultancy services.

Sijison training offer both class room training, on-line instructor led training and Post-Training Consulting Services.

Our Valuable proposition is to conduct the following training:
- ITIL/ITSM Foundation training
-- Online Access to eLearning Platform
- Post Consulting Services

Introduction

The challenges facing the timely provision of high quality IT services required to underpin the company's business objectives can be overcome through the implementation of Information Technology Infrastructure Library (ITIL) and IT Service Management (ITSM).

You will learn ITIL terminology, the structure, basic concepts and core principles of ITIL practices for Service Management. The Foundation certificate in IT Service Management will enable you apply ITIL practices for Service Management with further guidance.

Online Access to eLearning Platform

We will also give all participant access to our online e-learning platform where they can read and download materials, watch training videos, reference material. This is an added value to participants and they will have access 24 hours 7 days for 90 days

ORIGINS, DEVELOPMENT AND GOVERNANCE

- Course Introduction and Introduction
- Defining IT Service Management
- Reviewing the structure and scope of the Foundation
- Certification Examination
- People, process, technology and partners
- Service Management as a Practice

IDENTIFYING AND DOCUMENTING THE SERVICES

- Service Portfolio, Service Catalogue, Risk
- Service model, Service provider and Supplier
- Service and Operational Level Agreement (SLA/OLA)
- Service Design Package (SDP)

THE FIVE CORE PROCESSES - THE SERVICE LIFECYCLE

- Service Strategy, Service Design, Service Transition
- Service Operation and Continual Service Improvement
- Process and Service owner
- Utility and Warranty

SERVICE STRATEGY

- The three types of Service Providers -
- Perspective, position, plan or pattern
- Functions and Processes in Service Strategy
- Financial Management
- Service Portfolio Management (SPM)
- Demand Management

SERVICE DESIGN
• Service Portfolio and
Technology design
• Functions and Processes
in Service Design
• Service Catalogue
Management
• Service Level
Management
• Capacity and Availability
Management
• Information Security
Management

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Post Training Consulting Services

Sijison Training offer its client post training consulting services for up to one month after the training. This will allows participant to schedule a time to ask questions or get clarification on the any part of the training that is not clear to him or her while doing personal post training study.