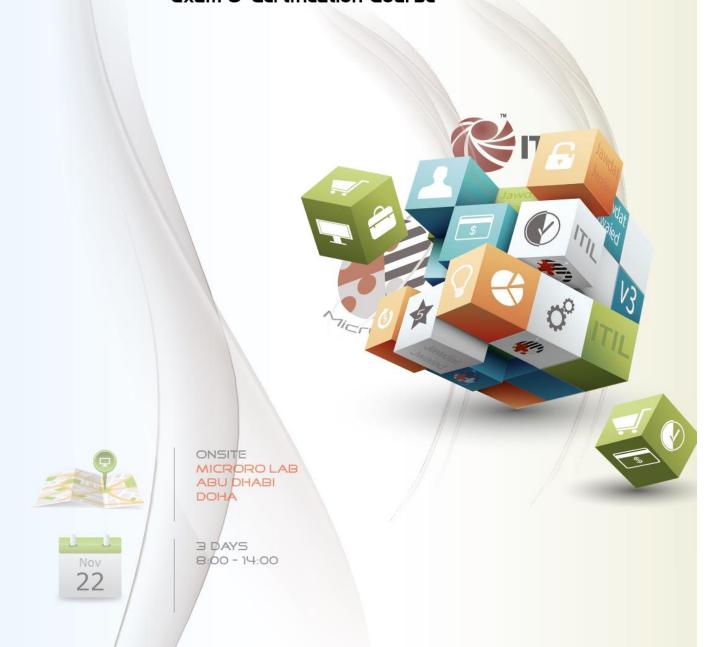


ITIL Foundation v3

Exam & Certification Course



Highlight

This workshop provides the attendees with the knowledge to handle the services in IT according to the best practices in ITIL framework.

Attendees are expected to pass the ITIL Foundation Exam at the last day, moreover they gain the capability to enhance the service delivery and IT excellence in their orgs.

Day 1	Introduction to ITIL framework	8:00	9:30
		9:30	9:45
	Service Concepts and fundamentals	9:45	12:00
	Basics of Service Strategies	12:00	12:30
	-	12:30	12:45
	Fundamentals of Strategies in IT	12:45	14:30
Day 2	Foundation of Service Design in IT	8:00	9:00
	Case Study 1, Apple Inc	9:00	10:15
	-	9:35	9:45
	Service Design Processes	10:15	12:30
	-	12:30	12:45
	Service Transition Techniques	12:45	14:30
Day 3	IT Support and Service Operations	8:00	9:30
		9:30	9:45
	The Service Improvement in IT and CSI Model	9:45	11:00
	Case Study 2, hp Inc.	11:00	12:30
		12:30	12:45
	ITIL Foundation v3 online exam or Case Study 3, BMC Remedy	12:45	14:00

Consultant



Master in Systems Engineering and Mgt University of Texas at Dallas, TX USA Certified ITIL Expert

Managed 7 projects in ISO 20000 and ITH In UAE since 2009

28 Projects in IT since 2004

Speaker in 10+ events since 2009

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