ITIL Foundation v3

Exam & Certification Course

ONSITE
MICRORO LAB
ABU DHABI
DOHA

3 DAYS
8:00 - 14:00

Nov
22

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 ITIL In UAE since 2009
28 Projects in IT since 2004
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