Information Technology Infrastructure Library, ITIL® 4 Foundation

Given the increasing role of I.T. in achieving corporate aims, the Information Technology Infrastructure Library (ITIL) was established to provide the foundation for quality I.T. service management (ITSM). It is a set of good-practices that describe procedures, tasks and checklists, which are not organization-specific, but can be used by any organizations to establish an internationally recognized level of competency.

ITIL provides the foundation for quality ITSM through documented and proven processes that covers the entire Service Lifecycle which allows organizations to establish a baseline from which it can plan, implement, measure and improve in a well controlled and systematic way.

This instructor-led course is specially designed for participants to attempt the ITIL Foundation Certificate level. ITIL® 4 terminology, structure and basic concepts and an understanding of the I.T. good practices.

Certification Highlights

- The APM Group became the Official Accreditor for ITIL with effect from 1st January 2007
- ITIL 4 which is the lastest version, was introduced in Nov 2018
- ITIL is aligned with various international quality standards including international standard ISO/IEC 20000 (IT Service Management Code of Practice)
- Multinational corporations practicing ITIL include Hong Kong Jockey Club, MTR, Microsoft, IBM, Hewlett Packard, Disney, Telefonica, Barclays Bank, HSBC, Standard Chartered Bank, Citibank, British Airways, NASA, UK Ministry of Defense, UK National Health Service and many more...

Course Outline

- What is ITIL® and IT Service Management?
- The Seven Guiding Principles of ITIL® 4
- The Four Dimensions of Service Management
- Define key terminology & concepts of Service Management
- Service Value Systems
- Continual Improvement
- Relationship among Event, Incident, Problem, Change, Change and Service Desk
- Overview of ITIL Practices
- Understand the ITIL® 4 Certification Scheme
- Group discussion and exercise
- Exam preparation

More about the certification: http://www.itil-officialsite.com
Examination Details
- Closed book with 40 multiple choice questions to be answered in 60 minutes
- Examination will be held on the last day of the training program, which is set by EXIN, one of the licensed Examination Institutes (EI) of the Official Accréditeur, APM Group
- The passing mark of the examination is 65% (26/40)

Chartered Requirements
- No prerequisite is required to register for ITIL Foundation Certificate examination
- The ITIL® 4 certification scheme offers a modular approach. On successful completion of the module, candidate will be rewarded with both a certification and a certain number of credits.
- There are 3 levels of qualifications within the ITIL Qualifications scheme. The required modules and credits needed for each level is provided as follows:

![ITIL Qualifications Scheme Diagram]

Training Highlights
- 20 hours of instructor-led professional training
- Course will be delivered by top-notch instructor - one of the few top ITIL® 4 Expert Certificate holders in Hong Kong, who also have accredited with all modules at Lifecycle Stream and Capacity Stream
- Emphasizing the understanding of applying the ITIL principles for:
  - Enhancing customer’s satisfaction and meet customer’s needs
  - Minimizing risks of I.T. service requirements
  - Reducing cost for developing procedures and practices improvement
  - Improving communication and information flows between I.T. customers and users
  - Assuring staffs are equipped with basic standards and appropriate guidance for a quality approach of I.T. service management and provision
  - Achieving greater productivity and better utilization of skills and experience

Master Trainer
- Mr. William SL Cheng
  - ITIL 4
  - ITIL V3 Expert
  - ISO20000 Certified Consultant
  - ISEB Accredited Trainer
  - Over 30 years of I.T. experience with MNCs in the Asia Pacific including:
    - I.T. Service Support, I.T. BPO, I.T. Service Desk Operation, Data Storage Management, ITIL Consulting and Implementation Experience

Course Fee
- Member: HK$9,800
- Non-member: HK$11,800