

ITIL Fundamental

ITIL advocates that IT services must be aligned to the needs of the business and underpin the core business processes. It provides guidance to organisations on how to use IT as a tool to facilitate business change, transformation and growth.



RECONOCIMIENTO
A GLCCORP

VER MÁS

VERSIÓN V3

INCLUYE EXAMEN

ITIL® FUNDAMENTALS COURSE - PROPOSAL

As business needs change, so do the demands on IT. The challenge: to meet new and growing requirements for IT Services. Known as ITIL® Version 3 (v3), the books are framed around the Service Lifecycle, taking a holistic approach to managing services and delivering business value. ITIL® v3 places particular emphasis on Continual Service Improvement. All of the core processes and concepts from ITIL® v2 remain in ITIL® v3, with updates to address emerging trends. New processes are in response to requests from the practitioner community. All processes have been grouped into the appropriate volume, reflecting their business value in the Service Lifecycle:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

COURSE OBJECTIVES

This 2 ½ day course introduces the key concepts of each ITIL® v3 function, process and lifecycle stage. Live discussions will be around a case study presented at the course as well as on how these best practices can be adopted and adapted across the organization. At the end of this course, participants will understand.

- What is the Service Lifecycle?
- What is the value to the business?
- Objectives and basic concepts behind each stage, process and function
- Activities and roles involved in each process and function
- Processes relationships
- Terminology, techniques and “real-world” approach

AUDIENCE

IT Management, IT Support Staff, IT Consultants, Business Managers, Business Process Owners, IT Developers, Service Providers, System Integrators.

PREREQUISITES

Familiarity with IT Services is recommended.

DELIVERABLES

- 2 ½ days of Instructor-Led Course
- Participant Manual (excellent post-class reference)
- Live Discussion around ITIL® Processes

CERTIFICATION

The course's content, dynamics and additional hours of self-study will greatly help participants to prepare and sit for the exam to earn the ITIL® Foundations Credential. The exam will be taken in a Vue Center and will be coordinated by the training provider Global Learning & Consulting (GLC).

INSTRUCTOR

Ana Cecilia Delgado has years of hands-on IT practitioner experience, enabling her to effectively intertwine theory and real life stories and scenarios. Using the highest quality content, this training style encourages active group participation, allowing all learners to bring from class a wealth of practical knowledge.

Certificaciones

ITIL v3 Expert
BPM Professional
ITIL Service Manager (2006-EXIN)
ITIL Practitioner (2005-EXIN)
ITIL Foundations (2005-EXIN)
ISO 20000 – Service Management Quality Foundations (2006-EXIN)
ISO/IEC Consultant (2007-ITSMF)
Curso “Train-the-Trainer” en Fundamentos ITIL
Versión 3 (2007)
Microsoft Certified Trainer (2000-MCT)
Microsoft Certified System Engineer (2000-MCSE)
Microsoft Certified System Administrator (2002-MCSA)
Messaging and Network Security Specializations
COMPTIA Security+
COMPTIA Network+

Mission Statement

Provide our students innovative and excellence education that allows them increase their learning and knowledge of new technologies providing them a competitive advantage for their future.

Nota: GLC se reserva el derecho, de comenzar los cursos con quórum mínimo de 10 participantes, aunque requiera cambiarlo de fecha para lograr tal objetivo. * Los almuerzos se ofrecen después de un grupo de 10 participantes o más. *El examen de EDRP no está incluido, el costo es de \$250.00

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