

You just need to **Breed an Ambition**
We Take Care of the rest for you

www.practical-methods.com



ITIL® Foundation ITIL® Intermediate ITIL® Expert

About PRACTICAL METHODS

With in-depth industry knowledge and an approach that augments art and absolute science, we at “Practical Methods” envision empowering professionals and organizations with the strength to ‘Adapt’ and the power to ‘Transform’, thus helping create an environment fully conducive for sustained intrinsic growth.

For the focus on powerful enablers such as “Adaptability” and “Transformability” we have handpicked our team, full of subject matter experts with their objective being not only to share what they know but to understand fully what is actually needed, and then, devise methods to genuinely full it.

Practical Methods conducts 2 days training on ITIL Foundation, intermediate and expert courses delivered by industry practitioners and certified trainers. The training is delivered with the focus on enhancing knowledge and gaining certification.

Key Highlights

-  2 Day Classroom
-  Classes conducted by seasoned industry practitioners only
-  Tailor made for you to suit your professional needs and ambitions
-  Courseware accredited by PEOPLECERT
-  Free Mock Tests
-  Certification exam included
-  Hard Copy of the Courseware Included
-  Accredited Training Organization
-  99.5 % Passing Rate
-  Case Study Based Approach
-  Our IP is our Unique Delivery Methodology



ITIL® Foundation

The "Foundation Level" is the entry level qualification which offers candidates a general awareness of the key elements, concepts and terminology used in the ITIL® Service Lifecycle, including the linkages between Lifecycle stages, the processes used and their contribution to Service Management practices.

How ITIL® Foundation will help you?

ITIL® as a qualification will help professional to change in job or career for career and personal development. Most global IT corporations these days make an ITIL® certification a mandatory requirement for their employees. Most of the companies that following ITIL® framework encourages their employees to take the exams. ITIL® Foundation certification to make yourself highly employable by companies.

Target Audience

Consultant, Analyst, Managers, service desk professionals, IT Professionals, IT Support Staff, Application, Project and Business Managers or non IT professionals (Fresher or with 1+ years of exp.) seeking to enhance their knowledge, profile change, New opportunities and career growth.

Trainer's Credentials

Our trainers are ITIL Experts, ISO20000, ISO27001, BS7799, Cambridge Certified Security Professional (CCSP), COBIT, PRINCE2, APMG/TUV-SUD Certified Trainers etc. they have been ITIL Principal Consultants with 18+ years of industry experience with training/consulting experience spanning from Asia, Africa to America regions.

Course Details

Module 1: Service Management as a Practice

- What is Service?
- Service Management
- Functions, Role & Processes

Module 2: The ITIL Service Lifecycle

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

Module 3: Key Principles, Models and Concepts

- Service Owner, Suppliers and Contracts
- Service Portfolio, Service Catalog
- Risk Management & Governance

Module 4: Concepts, Processes Roles and Functions

1. Service Strategy
 - Service Management for IT Services
 - Demand Management, BRM & SPM
 - Financial Management for IT Services
2. Service Design
 - Four Ps
 - SLM, SCM, ISM & Availability Management
 - Supplier, Capacity Management
 - Design Co-ordination
3. Service Transition
 - Change Management, Knowledge Management
 - Service Assets and Configuration Management
 - Release and Deployment Management
 - Transition Planning and Support
4. Service Operation
 - Event, Incident, Request, Problem & Access Management
5. Continual Service Improvement
 - Value to Business
 - Service Measurement
 - The 7 Step Improvement Process

Mock Exam & Practice Exercise

Enroll Now



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