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Public Training - Course Code : PTKL006



ITIL® 4 Foundation (3 Days)



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About **The Course**

Course Introduction

ITIL® 4 is the latest update of the world's most popular framework for IT Service Management and offers a renewed focus on value-driven practices and the optimisation of IT Services. ITIL 4 Foundation course adopts & supports Lean, Agile and DevOps models into the framework to manage services in the new, more complex, world.

The new version encourages organisations to emphasise collaboration and communication across the organisation and integrates agile and DevOps practices into the framework. ITIL 4 Foundation course expands on the ideas and concepts around creating value, automating processes and improving outcome delivery. The ITIL 4 also focuses on good governance, reliability, stability, information security and data security — those concepts will still carry over from ITIL 3 and past versions.

Course Objectives

- Provides the learner introduction to the core concepts of ITIL 4 Foundation
- Learn ITIL 4 Foundation concepts and terminology, group discussions, case study-based activities,
- Learn the necessary knowledge to pass the certification exam successfully
- Achieve good understanding of ITIL 4 principles and their practices
- Motivate learners to act as change champions in their organisations

Upon completion of the course, participants will learn:

- The ITIL Service Management System
- The Service Value Chain
- Continual Improvement best practices
- Key Guiding Principles
- Governance Requirements
- Key ITIL Practices, including
 - Incident Management
 - Service Request Fulfilment
 - Service Level Management
 - Service Desk
 - Change Control
 - Continual Improvement
 - And many more

Training Methodology

The primary objective of the 3-day training is to ensure that the knowledge acquired is applied successfully, adding real value and making a visible difference to work performance in the business environment. The delivery of the courses have a strong focus on an outcomes based approach and are facilitated on highly interactive basis encouraging active delegate participation using:

- Relevant Business Exercises
- Discussions Activities
- Real Case Studies
- Sample Questions that creates the understanding on the benefits of implementing ITIL framework in the organisations.

Who Should Attend

This course is designed for anyone who needs an understanding of IT Service Management to help deliver better value to customers. It is appropriate for all IT staff and management, as well as customers who work closely with IT to support business requirements.

3 Days Masterclass

ITIL 4 Foundation

Course Content

Module 1: ITIL 4 Overview

- Topic A: Structured Benefits
- Topic B: The Service Value System
- Topic C: Four Dimensions of Service Management

Module 2: Key Concepts of ITIL

- Topic A: What is Service Management?
- Topic B: Service Relationships
- Topic C: Creating Value

Module 3: The ITIL Framework

- The Four Dimensions of Service Management
- Topic A: A Holistic Approach to Value Delivery
 - Topic B: Organisations and People
 - Topic C: Informational Technology
 - Topic D: Partners and Suppliers
 - Topic E: Value Streams and Processes
 - Topic F: External Factors

Module 4: The ITIL Service Value System (SVS)

- Topic A: Guiding Principles
- Topic B: Governance
- Topic C: Service Value Chain
- Topic D: Practices
- Topic E: Continual Improvement

Module 5: The ITIL Guiding Principles

- Topic A: Focus on Value
- Topic B: Start Where You Are
- Topic C: Progress Iteratively with Feedback
- Topic D: Collaborate and Promote Visibility
- Topic E: Think and Work Holistically
- Topic F: Keep It Simple and Practical
- Topic G: Optimise and Automate
- Topic H: Principle Interaction

Module 6: Service Value Chain

- Topic A: Plan
- Topic B: Improve
- Topic C: Engage
- Topic D: Design and Transition
- Topic E: Obtain and Build
- Topic F: Deliver and Support

Module 7: Key ITIL Practices

- Topic A: Introduction to ITIL Practices
- Topic B: Continual Improvement
- Topic C: Service Level Management
- Topic D: Change Control
- Topic E: Incident Management
- Topic F: Service Request Management
- Topic G: Service Desk
- Topic H: Problem Management

Module 8: Continual Improvement

- Topic A: The Model, the Value Chain, and Practice
- Topic B: Continual Improvement Model
- Topic C: Continual Improvement and the Guiding Principles
- Topic D: Theory of Constraints

Module 9: Other ITIL Practices

- Topic A: General Management Practices
- Topic B: Service Management Practices
- Topic C: Technical Management Practices



Course Schedule

- 08.30 am - Registration
- 08.50 am - Training Session
- 10.45 am - Coffee Break
- 11.00 am - Training Session
- 01.00 pm - Lunch Break / Prayer
- 02.10 pm - Training Session
- 03.15 pm - Coffee Break
- 04.30 pm - Training Session
- 05.00 pm - End of Program



Course Director



Mr. Ravindran Chelliah

Profile Summary

Ravindran Chelliah is a professional trainer specialising in management best practices in performance improvement within the organisation. He has over 20 years of business management experience in the areas of public relations, business analysis, project management, risk assessment and process improvement. His expertise spans from managing projects to being involved in software development/maintenance and production environments involved in continuous improvement and automating entire life cycle using ITIL, PMP and COBIT framework with latest devops tools and techniques from design and architecture, through implementation, deployment, and successful operations. Have more than 15 years of training experience having trained more than 10,000 people.

Professional Accreditation

- Bc. Sc. Business Management
- Certified Information Technology Infrastructure Library (ITIL)
- Business Analyst Professional
- Certified Agile Practitioner
- Certified Prince2 Project Management Practitioner
- Certified TTT Trainer (HRDF)
- IASSC International Certified Lean Six Sigma Black Belt

Experience

- Have more than 15 years of training experience having trained more than 10,000 people
- Worked with German, American and Holland based companies and was exposed to the best practices within the organisation

Achievements

- Organisations recorded higher performance immediately after training
- Transformed clients organisation by adopting world class management practices

Training Specialisation

- IT Service Management (ITIL)
- Agile Scrum
- Project Management
- DevOps
- Business Analysis
- Lean Six Sigma
- Problem Solving / Management
- Risk Management

Professional Experiences

He is highly passionate about human potential and believes that anyone can achieve 'Peak Performance' with the right attitude, guidance and knowledge. He strongly believes that every individual is capable of maximising his or her own potential and talent to achieve excellence and they should continuously pursue the creative discovery of their abilities.

Some of his training assignments include certification programs recognised worldwide, conducted for C-level leaders, senior management teams, general managers, executives and blue collar workers. Ravi has done work in Malaysia, Singapore, Brunei Darussalam, Myanmar, Cambodia and Vietnam and has worked with many large corporations.

As an Internationally Certified Practitioner in industry best practices, he is passionate in organisations fulfilling customer needs and values with the expected quality or beyond, using the principles that is available today. He has taught many participants on the current best practices in managing work based on the needs of today's environment and have had the opportunity to see differences being made and more success being derived out of the concepts learned.

Ravi makes the training interesting by utilising brainstorming activities and working in groups to identify mistakes made and lesson learned.

Clients He Has Trained

- IBM
- ATOS MALAYSIA SDN BHD
- DXC
- MAXIS
- TELEKOM MALAYSIA
- DELL
- PETRONAS ICT
- STANDARD CHARTERED BANK
- MINISTRY OF INFORMATION VIETNAM
- CIMB CAMBODIA
- BERNAS
- HCL AXON
- UNISEL
- SIME DADRBY PLANTATION
- BANK ISLAM BRUNEI DARUSSALAM
- NITYO INFOTECH
- DHL EXPRESS
- DHL IT SERVICES ASIA PACIFIC
- SAMSUNG ELECTRONICS
- VADS BERHAD
- PRUDENTIAL SERVICES
- PERODUA
- AXIATA GROUP
- UITM
- POLITEKNIK UNGKU PMAR
- JOBSTREET
- BANK NEGARA MALAYSIA
- RANHILL BERHAD
- COCHLEAR MALAYSIA
- SIME DARBY BERHAD
- TECH MAHINDRA
- DUTCH EMABSSY MALAYSIA
- UNIVERSITY TUN HUSSEIN ONN
- EXACT SOFTWARE
- RECRON
- TRACTORS MALAYSIA
- CONTINENTAL MALAYSIA
- AMINIA SDN BHD
- HEITECH PADU BERHAD
- MULTIMEDIA UNIVERSITY
- BRUNEI TELECOM
- DHL IT SERVICES
- RS PLAN SDN BHD
- SYMPHONY SDN BHD
- CENTRAL BANK BRUNEI
- SUNRICH TYRE & AUTO PRODUCTS SDN BHD
- PERNEC
- TECHNO
- MINDEF
- JOHNSON & JOHNSON
- ATOS MALAYSIA
- BRITISH TELECOM
- AFFIN INSURANCE
- RECKITT BENCKISER
- ROCK WOOL MALAYSIA
- HONDA
- BUMI ARMADA
- MAYBANK
- CIMB BERHAD
- PROTON HOLDINGS BERHAD
- KWSP
- PERKESO
- ZURICH MALAYSIA
- UNIKL
- UNISEL
- AXA AFFIN ASSURANCE
- UEM HOLDING
- ROYAL BRUNEI AIRLINES
- EMIRIO MALAYSIA SDN BHD
- SCHLUMBERGER
- TOKIO MARINE HOLDINGS
- TEXAS INSTRUMENTS
- SIEMENS MALAYSIA
- RBC INVESTOR SERVICES
- EC COUNCIL
- FABER CASTELL
- JOBSTREET
- SSM
- ZTE MALAYSIA
- EXPERIAN MALAYSIA
- PANASONIC
- UITM SHAH ALAM
- CELCOM
- JKR
- MESH STEEL