



# ITIL FOUNDATION: ITIL Non ITIL Training Course

23 - 27 Sep 2024  
Kuala Lumpur



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**Ref.:** 1028\_247099 **Date:** 23 - 27 Sep 2024 **Location:** Kuala Lumpur **Fees:** 4400 **Euro**

## Course Overview:

The 'ITIL FOUNDATION: Non ITIL Training Course' is a comprehensive management course designed to empower participants with the understanding and application of ITIL v4 training concepts. This training course transcends traditional IT service management approaches and covers all the components of the ITIL service lifecycle. It's a robust ITIL course that dives deep into the ITIL service value system and the importance of service management in ITIL context. Through the course, participants will understand the benefits of ITIL certification and how to successfully implement ITIL in an organization.

## Target Audience:

- IT professionals
- Project managers
- Service managers
- Development practitioners
- IT architects
- Operations Managers
- Quality Analysts
- Process Owners
- Consultants

## Targeted Organizational Departments:

- Information Technology
- Project Management
- IT Services
- Customer Support
- Development Teams
- Quality Assurance
- Operations
- Business Process Management

## Targeted Industries:

- Information Technology
- Telecom
- Healthcare
- Manufacturing



- Financial Services
- E-commerce
- Education
- Government Agencies

## Course Offerings:

- Understanding of ITIL Service Lifecycle
- ITIL Service Strategy Implementation
- Principles of ITIL Service Management
- ITIL 4 Foundation Training
- ITIL Service Value System Introduction
- How to Get Certification in ITIL
- ITIL Certification Benefits
- Methods to Implement ITIL in an Organization
- ITIL Foundation Certificate in IT Service Management
- Knowledge of ITIL 4 Strategic Leader Responsibilities
- Field Service Management in ITIL Context
- ITIL Service Management Training Methodologies
- Understanding the Service Management Process in ITIL

## Training Methodology:

This course is meticulously designed to accommodate various learning styles. It will encompass interactive sessions that promote active participation, engaging group work to foster team-building and problem-solving skills, and in-depth case studies that provide practical insights into ITIL service strategy and service lifecycle management. Regular feedback sessions will ensure personalized learning and cater to individual learning paces.

## Course Toolbox:

The course toolbox for 'ITIL FOUNDATION: Non ITIL Training Course' will include:

- ITIL Foundation Training Course Workbook
- ITIL Service Strategy Templates
- ITIL V4 Interactive Learning Software
- Case Studies and Real-world Examples
- ITIL Service Lifecycle Process Map
- Reading Materials on ITIL Service Value System
- Online resources and references
- IT Service Management Tools Overview
- Checklist for ITIL Implementation

## Course Agenda:



## **Day 1: Introduction to ITIL**

- Topic 1: Introduction to IT Service Management
- Topic 2: Basics of ITIL Foundation
- Topic 3: Overview of ITIL Service Lifecycle
- Reflection & Review: Recap of the day's learning and open discussion on IT service management

## **Day 2: ITIL Service Strategy and Design**

- Topic 1: Understanding ITIL Service Strategy
- Topic 2: Principles of ITIL Service Design
- Topic 3: Case Study on ITIL Service Strategy Implementation
- Reflection & Review: Interactive session on ITIL service strategy and design

## **Day 3: ITIL Service Transition and Operation**

- Topic 1: ITIL Service Transition Processes
- Topic 2: Fundamentals of ITIL Service Operation
- Topic 3: Group Work on ITIL Service Transition Case Study
- Reflection & Review: Reflecting on the importance of transition and operation in the ITIL service lifecycle

## **Day 4: ITIL Service Value System and ITIL 4 Foundation**

- Topic 1: In-depth look at ITIL Service Value System
- Topic 2: Transition to ITIL 4 Foundation
- Topic 3: Role of an ITIL 4 Strategic Leader
- Reflection & Review: Open discussion on the significance and benefits of ITIL service value system and ITIL 4 foundation

## **Day 5: Preparation and Implementation of ITIL**

- Topic 1: ITIL Tips and Practice
- Topic 2: How to Implement ITIL in an Organization
- Topic 3: Benefits and impact of ITIL
- Reflection & Review: Recap of the course and an interactive Q&A session

## **How This Course is Different from Other ITIL FOUNDATION Training Courses:**



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Training Center

Our 'ITIL FOUNDATION: Non ITIL Training Course' stands out for its in-depth, comprehensive coverage of ITIL v4 training. Unlike typical management courses, this course focuses not just on the theory, but also on the practical application of ITIL service management training. The course bridges the gap between ITIL theory and practice by focusing on real-world IT service management issues and solutions. Emphasis is placed on understanding the ITIL service value system, the service management process, and how to implement ITIL in an organization effectively.

# WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

## OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

## OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

## WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.



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## CONTACT US

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## Gamified and Interactive Training

We understand that training delivery can be challenging, both online and offline. To ensure engagement and achieve learning objectives, we have developed our own activities and collaborated with industry-leading solutions to gamify our training sessions. This approach increases interaction levels and guarantees effective learning outcomes.



## Our Training Categories

We cover a wide range of training categories to cater to different needs and interests

- Branding, Marketing, Customer Relations, & Sales Programs
- Finance and Accounting Programs
- Human Resources Management Programs
- Management & Leadership Programs
- Political & Public Relations Programs
- Project Management Programs
- Quality & Process Management
- Self-Development Programs

Join Agile Leaders today and embark on a transformative journey towards becoming a more agile and effective leader. Experience our customer-centric approach, actionable training, and guaranteed return on investment. Let us help you unleash your full potential in the dynamic business landscape.



## Where to Find Us

You can join our training programs at our centers located in



We also offer online training sessions through the Zoom platform.

- Malaysia**  
Kuala Lumpur
- Morocco**  
Casablanca
- Spain**  
Barcelona
- France**  
Paris
- UK**  
London
- Italy**  
Rome
- Egypt**  
Cairo  
Sharm El-Sheikh
- Turkey**  
Istanbul
- Georgia**  
Tbilisi
- Azerbaijan**  
Baku
- UAE**  
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