

ITIL Service Management: ITIL Certification Training Course

07 - 11 Apr 2024
Istanbul

AGILE LEADERS
Training Center

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Ref.: 1029_242073 **Date:** 07 - 11 Apr 2024 **Location:** Istanbul **Fees:** 3700 **Euro**

Overview:

This unique management course offers comprehensive training in ITIL service strategy and lifecycle management. As one of the most interactive ITIL courses, the 'ITIL Service Management Training Course: Non-ITIL Certification' dives into the complex world of service management, providing insights into the ITIL service value system and field service management. Participants will engage in a thorough exploration of the ITIL service management process, unveiling how to implement ITIL in an organization effectively. This course serves as a foundational training, aligning participants with ITIL v4 training, gearing them towards an ITIL foundation certificate in IT service management. Participants will grasp the tangible ITIL certification benefits, equipping them with the necessary skills to become ITIL 4 strategic leaders.

Target Audience:

- IT Service Managers
- IT Consultants
- IT Project Managers
- IT Directors
- CIOs
- Service Strategy Managers
- Business Analysts
- Operations Managers
- Quality Assurance Professionals

Targeted Organizational Departments:

- IT Services
- IT Management
- Service Strategy
- IT Consultation
- Project Management
- Operations
- Quality Assurance
- IT Infrastructure

Targeted Industries:

- IT and Software Services
- Consulting Firms
- Finance and Banking
- Telecommunications
- Healthcare IT
- Government IT
- Manufacturing IT

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Course Offerings:

By the end of this course, participants will be able to:

- Understand the key principles and concepts of ITIL service management.
- Effectively apply the ITIL service lifecycle process in their respective organizations.
- Leverage the ITIL service value system for improved IT service management.
- Prepare for the ITIL Foundation Certificate in IT Service Management.
- Understand how to implement ITIL in an organization.
- Recognize the benefits of ITIL certification for their career and organization.
- Embrace the role of an ITIL 4 strategic leader.
- Gain practical insights into field service management.

Training Methodology:

This course offers a rich learning experience through various methodologies that engage and challenge participants. Through interactive sessions, participants will delve into real-life case studies, examining the nuances of successful and unsuccessful ITIL implementations. Group work promotes the sharing of diverse perspectives and enhances problem-solving skills. Participants will gain hands-on experience through simulated exercises, equipping them to implement ITIL in their organizations effectively. Regular feedback sessions are part of the training course, reinforcing the learning outcomes and facilitating continuous improvement. The course aligns with the latest ITIL v4 training framework and prepares participants for an ITIL Foundation Certificate in IT Service Management.

Course Toolbox:

Participants will have access to a wide range of materials, tools, and resources to supplement their learning:

- ITIL service strategy and service lifecycle management workbooks
- ITIL v4 digital learning resources
- Access to ITIL Service Management simulation software
- Checklists and templates for ITIL service management process implementation
- Recommended reading list on ITIL service value system and ITIL service management
- Tools for implementing ITIL in an organization
- Study materials for the ITIL 4 Strategic Leader module
- ITIL Foundation training course resources

Course Agenda:

Day 1: Introduction to ITIL and IT Service Management

- Topic 1: Overview of ITIL and the significance of IT service management
- Topic 2: Insights into the ITIL service lifecycle and its stages
- Reflection & Review: Recap of the day's learning and feedback session

Day 2: ITIL Service Strategy and Design

- Topic 3: Exploring the ITIL service strategy and its components
- Topic 4: Learning about ITIL service design and its principles
- Reflection & Review: Group discussions on service strategy and design

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Day 3: ITIL Service Transition and Operation

- Topic 5: Understanding ITIL service transition and its processes
- Topic 6: Delving into the world of ITIL service operation
- Reflection & Review: Case studies on service transition and operation

Day 4: ITIL Service Improvement and ITIL 4 Strategic Leader

- Topic 7: The role of continual service improvement in ITIL
- Topic 8: Role of an ITIL 4 strategic leader
- Reflection & Review: Interactive review of continual service improvement and leadership in ITIL

Day 5: ITIL Certification and Implementing ITIL in an Organization

- Topic 9: Preparing for the ITIL Foundation Certificate in IT Service Management
- Topic 10: Practical approaches to implement ITIL in an organization
- Reflection & Review: Final reflections and course feedback

How This Course is Different from Other ITIL Service Management Training Courses:

Unlike other ITIL courses, the 'ITIL Service Management Training Course: Non-ITIL Certification' integrates a comprehensive exploration of ITIL's service management with an emphasis on non-certified ITIL training, providing a unique learning experience. It focuses on real-world applicability, preparing participants to implement the lessons in their organizations. The course also gives prominence to the ITIL 4 Strategic Leader, offering insights into the transformational role that leaders can play in IT service management.

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

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