



CENTRAL BANK OF EGYPT  
Egyptian Banking Institute

# ITIL V3 Foundation for IT Service Management

In cooperation with:



**Date:**

February 20<sup>th</sup> – February 22<sup>nd</sup>, 2010 (9:00 am – 05:00 pm)

**Duration:**

Three days / 24 hours



## Course Description:

This 3-day course introduces the concepts of IT Service Management (ITSM) based on Version 3 of the IT Infrastructure Library (ITIL). It gives an overview of the phases of the Service Lifecycle, including the key concepts, roles, processes and functions.

## Target Audience

All IT Staff, system and network administrators, managers and executives who are responsible for the delivery of IT services in an organization.

## Course Objectives

Upon successful completion of this course participants will be able to:

- Gain a fundamental understanding of the ITIL Service lifecycle.
- Gain the knowledge necessary to prepare for the “Foundation Certificate in IT Service Management” Examination from EXIN, ISEB or APM Group.
- Identify the lifecycle and fundamental processes involved in IT Service Management and how to integrate them into your business’ IT service model.
- Understand how IT and the Business can collaborate to improve overall productivity and efficiency.
- Learn to move the reactive relationship between IT and users to a proactive relationship.
- Learn ITSM concepts via an exciting and interactive simulation.

## Course Outline

### Service Management as a Practice

- Introduction to ITIL and Service Management
- Definition of a “service”
- Generic processes, roles and functions

### Service Lifecycle

- Objectives, scope and value of each of the five Service Lifecycle phases

### Key Principles, Models and Concepts

- Understanding of selected key ITIL themes, such as Governance, Risk Management and the Service Portfolio

### Concepts, Roles and Functions of the five Service Lifecycle Phases

- Service Strategy
- Service Design

- Service Transition
- Service Operation
- Continual Service Improvement

### **Technology and Architecture**

- Technology and Architecture to manage the lifecycle of IT services

### **Prerequisites**

- Experience and knowledge of IT computing environments are useful but not essential.

### **Course Instructor:**

John McDermott, HP Education Services - Portfolio Manager, IT Service Management

John has 20+ years experience in IT Service Management and holds the ITIL Managers Certificate and an accredited “ITIL Expert”. His service management career began in the 1980’s where he first began using the original Best Practice guidelines from the CCTA now the OGC. He introduced ITIL best practice throughout Berkshire County Council dealing with the cultural issues as well as the framework and process implementation.

For 3 years John devoted his time working for the itSMF (IT Service Management Forum), the world-wide user group in Service Management. During this time he participated in and assisted many committees including BS15000 now ISO20000. Active as the subject matter expert he was the focal point for Service Management issues and enquiries from anyone inside or outside the itSMF community. He has been described as an ITIL evangelist, being asked to present to audiences of varying sizes and stature, in addition to facilitating discussion groups – all focused on bringing IT and business closer together and changing the perception of IT from being seen as a “business cost” to that of providing “business value”.

### **Course summary:**

HP Product Number: HF421S

Category/Subcategory: ITIL/ITSM

Delivery Language: English

**To Register**  
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## Venue

EBI – Mohandeseen Auxiliary  
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