



CENTRAL BANK OF EGYPT
Egyptian Banking Institute

ITIL V3 Foundation for IT Service Management

In cooperation with:



Date:

May 8th – May 10th, 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:

Mr. Lloyd Robinson is an accomplished IT Professional of some 37 years, 20 of which have been involved in Service Management. He has recently taken up the position of Managing Director, CEC Europe Service Management Ltd.

Service Management credentials include:

- 6 years as a world-wide ITSM (IT Service Management) Ambassador for Hewlett Packard; the last 3 years as ITSM Portfolio Manager for HP-Asia-Pacific (based in Singapore)
- Over 20 years Lecturing / Tutor Accreditation with ISEB / EXIN and ItSMF
- Contributor to the ITIL (IT Infrastructure Library) books (quality assurance team)
- Joint ventured with David Wheeldon (co-author of the ITIL Version 3 Service Operations book). This relationship continued until David retired in 2009; they are still in regular contact and remain firm friends
- Presentations to the Board and Senior Management of the Global 1000 companies, Lloyd has been requested and travelled across the world (over 50 countries) – he is especially fond of the Middle East, having lectured extensively in the region
- Practical, pragmatic and honest assessments have led to extensive consultancy engagements with numerous organisations, from NGO's, SME's and Multi-nationals
- Assisted in establishing itSMF (IT Service Management Forum) chapters / branches in the Asia/Pacific region as recently as 2010.
- Design input to the world's first ITSM software "RedBox" – with Ultracomp (now FoxIT)

Course summary:

HP Product Number: HF421S

Category/Subcategory: ITIL/ITSM

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