

ITIL[®] 4 FOUNDATION & AUTOMATION

Program Overview

The purpose of the ITIL Foundation certificate in IT Service Management is to certify that the candidate has gained knowledge of the ITIL terminology, structure and basic concepts and has comprehended the core principles of ITIL practices for service management. ITIL 4 Foundation is the first publication of ITIL 4, the latest evolution of the most widely adopted guidance for ITSM. While sound ITIL knowledge is crucial, the current technological advancements demand the need for professionals to understand the workings of Automation to complement organizations adopting it's related tech to improve processes.

Objective

This program will:

- Provide students with an understanding of the ITIL 4 service management framework and how it has evolved to adopt modern technologies and ways of working
- Explain the concepts of the service management framework to support candidates studying for the ITIL 4 Foundation exam
- Act as a reference guide that practitioners can use in their work, further studies, and professional development.
- Provide students with an understanding of automation with it's benefits & implications
- Provide students with an idea of processes most suited for automation

Target Audience:

- IT Professionals
- Business Managers
- Operation Managers
- Contact Centre Professionals
- Any individual that requires knowledge to improve Service Management within the company

Online Workshop Chronology

Day 1: 9am to 12pm

Day 2: 9am to 12pm

Day 3: 9am to 12pm

Exam will be on a separate day for 1 hour

- There is 40 Multiple Choice Questions
- 65% is the Passing rate

BECOME A SERVICE MANAGEMENT PROFESSIONAL WHO'S VERSED IN AUTOMATION

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Workshop Outline

DAY 1

Introduction

IT service management in the modern world

The structure and benefits of the ITIL 4 framework

- The ITIL SVS

- The four dimensions model

Key concepts of service management

- Value and value co-creation

Organizations, service providers, service consumers, and other stakeholders

- Service providers

- Service consumers

- Other stakeholders

Products and services

- Configuring resources for value creation

- Service offerings

Service relationships

- The service relationship model

Value: outcomes, costs, and risks

- Outcomes

- Costs

- Risks

- Utility and warranty

DAY 2

The four dimensions of service management

- Organizations and people

- Information and technology

- Partners and suppliers

Value streams and processes

- Value streams for service management

- Processes

- External Factors

ITIL Service Value System

- Service Value System Overview

- Opportunity, Demand and Value

- ITIL Guiding Principles

- Governance

- Service Value Chain

- Continual Improvement

ITIL Management Practices

- General Management

- 14 Key Areas

DAY 3

Service Management

- 17 Key Areas

Technical Management

- 3 Key Areas

How Process Automation Helps

What can be Automated

A Visualization of Future Workforce

Automation Maturity Levels

Comparison of Current RPA Tools

RPA Roles and Jobs

Implementing RPA in your Work

Determining Which Processes to Automate

RPA Examples

Tips for Successful RPA Implementation

**1 Hour ITIL Foundation Exam (40 Questions
Multiple Choice Written Exam)**

Program Certified By:

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STRATEGIC PARTNER

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Trainer Profile

LESLIE LAWERENCE

Leslie Lawerence is a dedicated Service Delivery, Contact Centre and Project Management Lead with in depth skills, exposure and varied experiences in Information Technology, Banking and Outsourcing Industries. Involvements with these industry titans have consistently moulded him in being a catalyst especially in setting-up, training and managing multi-faceted turn-key projects right from its inception and successfully achieving stringent SLA's & record-high customer delights.

As a certified Training Consultant with Pembangunan Sumber Manusia (PSMB), Leslie is committed to both the organisations and trainees that he relentlessly works with. Some of his Clientele include HSBC, Citibank, Acer, ATOS, IBM, Tech Mahindra, DXC, The Malaysian Ministry of Defense, WorleyParsons, etc. Being an experienced Change Agent, he has successfully employed Lean Six Sigma Methodologies in diverse turn-key projects by performing a SWOT where processes were streamlined to eliminate waste & complexity, improving overall productivity resulting in boosting customer satisfaction and reducing operating cost. As an accomplished professional equipped with state of the art industry practices, ITIL concepts and governance, project management themes & principles and a wealth of Service Management experiences certainly adds value and becomes reassuring whilst carrying-out consulting and training.

He has been a part of the GKK consortium carrying out ITIL / ISO 20000 processes and implementations. Any organization undertaking a venture with him will certainly find his training techniques engaging, interactive and memorable.

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Trainer Profile

RAVINDRAN CHELLIAH

Ravindran is a professional trainer and is well versed in the ITIL, Six Sigma and management areas of consulting and training.

Ravin has done many ITIL and ITSM process integrations that included full assessments, architecture, design, planning, implementation and roll out and oftentimes included developing Business Cases, ROI, TCO, Governance and Cost Benefit Analysis and best practice methodologies for ITSM holistically in the areas of people, process, technology and information across the organization and integration for those ITIL process areas. The last position being held as Bid Services Manager in DHL IT Services where Ravin managed and assured the execution of ITIL processes resulting in high quality production of IT project estimates, quotations and proposals in accordance with procedures, policies and agreed service targets. Reviewer and contributor to supplier management process of DHL Global center- Cyberjaya.

Companies trained includes: Maxis, Telekom Malaysia, Telbru Brunei, Ministry of Information Technology Vietnam, Dell, DHL, Ministry of International Trade and Industry Malaysia, Investment Development Authority (MIDA), Small and Medium Enterprise Corporation (SMIDEC), National Productivity Centre (NPC), Malaysia External Trade Development Corporation (MATRADE), Bursa Malaysia, Affin Bank, AmBank, Zurich Insurance, Reckitt Benckiser.



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