ITIL V3 Foundation Course

Course Objectives

ITIL is a public framework for IT Service Management. It is widely recognized as the blueprint for IT Service Management. IT service management is a philosophy of managing IT in a way aligned with the business strategy and goals.
Most of the challenges, IT manager face including justifying expenditures, managing business units and customers' expectations, managing complex IT infrastructure and applications and more, have answers in ITIL.

Interested to become a distinguished IT manager? ITIL is THE answer

The goal of the ITIL V3 Foundation training course is to familiarize attendees with comprehensive understanding of key concepts in IT Service Management and ITIL framework. The course also provides awareness on ITIL functions and processes.
By the end of the training, attendees should be able to pass the foundation exam at ease.

Course Date, Time and Duration

Duration: 20 hours
Date: 9-13 October 2011
Time: 5:00-9:00 PM

Course Approach

The course is an interactive course, rich with different training tools and techniques:
1. The training is based on the foundation training syllabus published by the APMG
2. Training material was developed with due diligence to facilitate training and understanding. Multiple techniques are used in the training to cover attendees different learning profile variation including:
    a. Study case that is covered and revisited accross the course
    b. Rich graphics and illustrations
    c. Videos
    d. Linking Point – Special slides at the end of each module to connect all the concepts covered in each module
    e. Daily quizzes to recap and stress on concepts presented in the same day
3. Enriched with examples extracted from real life implementations and challenges
4. Covers all aspects of preparations for the foundation exam, including solving complete sample test papers

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Course Outline

- Day 1
    - Introduction
    - Service Management as a Practice
    - Service Strategy
- Day 2
    - Service Design
- Day 3
    - Service Transition
- Day 4
    - Service Operation
- Day 5
    - Continual Service Improvements
    - Foundation Test Tips
    - Sample Test Paper

The Trainer

Ala' Yasin Abuhijleh, a pioneer in the domain of IT management, IT Service Management, Agile and IT Project management, with more than nine years of progressive experience in establishing and leading IT department in international companies including Bayt.com and Educational Testing Services (ETS Global BV).

Ala' is experienced in establishing , expanding and leading IT departments including: applying international IT standards, methodologies and frameworks, defining hierarchical structure, roles, responsibilities, processes and activities, developing and executing staffing plans, modeling processes defining metrics and overseeing governance, and developing standard and best practices.

Ala' is a PMP, PRINCE2 Practitioner, ITIL V3 Foundation, ITIL V3 Service Strategy, ITIL V3 Service Design, ITIL V3 Service Trainsition, Toastmasters Competent Communication and MCSD (Microsoft Certified Solution Developer) certified. Ala' currently works on achieving ITIL V3 Expert.

Ala' is an ITIL, Agile and Project Management. Ala' is also an Associate ILX PRINCE2 Accredited Trainer

Ala' is an active blogger in IT Management and Jordanian IT sector.

Course Fees/Payments

- JD 500 per delegate
- Special Prices for groups
    - 3-5 participants: JD 450
    - More than 5 participants: JD 350

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- Organization Development
- Project, Program, PMO
- MS Office Project 2010
- Consulting & Training

The Venue

A very well-equipped meeting room in one of the most prestigious locations in Amman.
For more details about the venue, please visit http://www.venue403.com/

Testimonials

"Ala' was an excellent choice to the training we needed to have for our staff members realted to ITIL v3 Foundation especially after meeting several candidates for the same training.

Although, his CV and credentials speak for themselves, he was very effective in transfering the knowledge we were seeking.

I highly recommend him for anyone who is looking for an ITIL Trainer, or an IT Project Management Trainer." *July 7, 2011*
Top qualities: Great Results, Personable, Expert

Wael Aburrub,
hired Ala' as a IT Consultant in 2011

Wael Aburrub – IKEA Jordan, IT Manager : +962 79 551-9475

"Actually it was my pleasure attending the ITIL v3 foundation with Ala' which he made very interesting and useful.

Ala' has the hands on experience in the field and enriched the training with good examples that stick in your mind, I think that besides giving the standard concepts, Ala' was able to put us in the mode of the exam, and I'm considering to take it very soon INSHALLAH.

I'd like to thank Ala' for the great job done in this training and looking forward to attend and work with him in the future ...

Regards,
Ahmad" *May 16, 2011*
Top qualities: Great Results, Personable, On Time

Ahmad Al-Musallami. MSc, PMP,
hired Ala' as a Instructor in 2011

Ahmad Al-Mussalami - Optimiza, Quality Assurance Manager:
amusallami@optimizasolutions.com

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"Ala' is a very descent trainer how can deliver the information in a very organized and clear way, in addition,he has great practical experience in this field which he can combine with the theoretical ideas to take you beyond just ideas to practical procedure you can use at your practical life.
I passed the exam with good mark by following his directions. Till this moment Ala' always provide me with unlimited support in any area in the field." *April 14, 2011*

Maan Al Othman, Systems Engineer, Department of Lands and Survey
was with another company when working with Ala' at Self-employed

Maan Othman – Lands and Surveys Department, IT Engineer: 079 907-6551

"It is my pleasure to work with Ala'a as an ITIL v.3 Foundation Trainer. He is a professional trainer with a very good practical experience, and more important is his passion to train people and share experience with them, which make his delivered workshops successful ones" *June 6, 2011*

Layla Musleh, Regional Coordinator - Programs and Solutions Center, Optimiza Academy
was with another company when working with Ala' at Self-employed

Layla Musleh – Optimiza Academy, Training Manager: +962 79 774-9836

References

- For general details about the trainer visit: http://www.abuhijleh.net or LinkedIn profile http://www.linkedin.com/profile/view?id=2084945
- For more details about trainings please visit: http://www.abuhijleh.net/category/trainings/

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