Engineering Staff College of India

Autonomous Organ of The Institution of Engineers (India)
Old Bombay Road, Gachi Bowli, Hyderabad – 500 032. Telangana, India

INFORMATION TECHNOLOGY DIVISION

CERTIFICATION PROGRAMME ON

ITIL V4 Foundation Training for IT Professional
18 – 20 September 2024
(Classroom Training)

Introduction

The ITIL® owned and maintained by the UK Office of Government Commerce, is a globally recognized IT service management certification. The ITIL® Foundation is considered as the entry level qualification in the field of IT Service Management.

IT Service Management (ITSM) derives enormous benefits from a best practice approach. Because ITSM is driven both by technology and the huge range of organizational environments in which it operates, it is in a state of constant evolution. Best practice, based on expert advice and input from ITIL users is both current and practical, combining the latest thinking with sound, common sense guidance.

Objectives

The purpose of the ITIL® Foundation course in IT Service Management is to obtain knowledge of the ITIL terminology, structure and basic concepts and to comprehend the core principles of ITIL practices for Service Management. Participants will be able to guide an organization in implementing the best practices in IT Service Management and also in using IT as a tool for a business change and growth.

Course Coverage

- Introduction to Service Management and ITIL
- IT Service Management in the Modern World
- About ITIL 4
- The Structure and Benefits of the ITIL 4 Framework
- Key Concepts of Service Management
- Value and Value CO-Creation
- Organizations, Service Providers, Service Consumers and Other Stakeholders
- Products and Services
- Service Relationships
- Value: Outcomes, Costs and Risks
- The Four Dimensions of Service Management
- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes
- External Factors
- The ITIL Service Value System
- Service Value System Overview
- Opportunity, Demand and Value
- The ITIL Guiding Principles
- Governance
- Service Value Chain
- Continual Improvement
- ITIL Management Practices
- General Management Practices 89
- Service Management Practices
- Technical Management

Methodology

Methodology of the programme includes class room sessions with Lecture / Discussion with Hands- on Practical, with tools, audio visual aid, bench marked video shows, Chalk & Talk sessions, group discussions, case studies, debates, sharing of experiences etc. All the sessions will be interactive demanding active participation from all the members

Target Participants

- IT Managers, Systems Managers, Developers, Team Leads, Managers, Business Relation Managers, Senior Management,
- IT Team, Release and Configuration Managers, Service Desk personnel, Process team, Support functions
- Scientists, Engineers and Consultants working in governmental, defense, public, private sector organizations, industries.

Programme Dates & Timings

Venue: At ESCI Campus Hyderabad
Dates: 18 – 20 September 2024
Session timings will be from 10:00 – 17:00 hrs with 01 Hour Lunch break & 15 Minutes Tea break..

Course Director

Mr. Syed Azgar , MBA(IT), RHCE, MCSA
Sr Faculty & Head IT,
Information Technology Division,
Engineering Staff College of India, Hyderabad.

Course Fee for Offline Training

- ₹ **36,000/- (Residential Fee)** per participant. Fee includes Single AC accommodation, course material, course kit, Breakfast. Lunch, Dinner, Tea / Coffee and Snacks during the actual days of the training program.

GST @18% is to be paid extra and above the training fee as training. **PAN Card No.** AAATT3439Q. **GST No: 36AAATT3439Q1ZV, HS No.: 999293** (under commercial training or coaching services – clause 65(105) (ZZC) of Finance act – 1994).
Note: 18% GST Extra (GST Nil for All State & Central Govt. Departments like DRDO, DGQA & Other Govt. Departments).

Programme fee is to be paid in in favour of **"THE INSTITUTION OF ENGINEERS (INDIA) – ENGINEERING STAFF COLLEGE OF INDIA"** by **Electronic Fund Transfer (EFT)** to ESCI – **Axis Bank** A/c No. **912010049234564** with The Axis Bank Ltd, Old Mumbai Hwy, Cyberhills Colony, P Janardhan Reddy Nagar, GachiBowli Hyderabad-500032 by NEFT/ RTGS/ IFSC Code No. UTIB 0000733 – MICR No.500211020. **While using EFT method of payment, please ensure to communicate us your company name, our invoice reference and programme title.**

Registration

Online registration shall be available on ESCI **web portal** : http://www.escihyd.org/index.php/it-upcoming-trainings

To register manually please send your nominations giving details of name, designation, contact address, email address, mobile no, telephone and fax number of the participant along with the details of mode of payment of fee, addressed to : **it@escihyd.org**

A Certificate of participation will be awarded to each participant on conclusion of the programme

ESCI will provid exam vochure for ITIL V4 Foundation Certification.