ITIL®4 Foundation in Service Management

The Accredited ITIL 4 Foundation Course | An Agile Way of Working Solutions

FUTURESKILLS
CONNECTION TECHNOLOGY 裝備未來

Course Fee: HK$8,100 (May apply up to HK$5,400 subsidy)
*Maximum saving, with the final grant subjects to approval.

Applying RTTP | TechEd

ITIL®4 is a new version of ITIL®, has started to be released since February 2019. The updated version includes new techniques that can be used by IT professionals to further improve efficiency and agile ITIL® with other methods like agile, DevOps and Lean.

The ITIL 4 Foundation qualification will provide the candidate with an understanding of the ITIL 4 service management framework and how it has evolved to adopt modern technologies and ways of working.

Programme code	10013333
Duration and time	2 days 09:30-17:00
Venue	1/F, HKPC Building, 78 Tat Chee Avenue, Kowloon Tong
Medium	Cantonese, supplement with English terminology
Course fee	HK$8,100 (May apply up to HK$5,400* subsidy)
Target Audience	IT Professional or who is working in IT service

Assessment Certification
All participants completing the course will receive an Exam Voucher to attempt the assessment. The industry-recognized certifications require a minimum passing score on the assessments.

Trainer Information

Raymond NG has over 10 years of extensive experience as an Agile Consultant for delivering Agile Project and Service Management training and consultancy to individuals and organizations. Add as Project Manager to enable organizations to adopt and implement the agile service project management solutions into their digital contexts. Raymond is a Master of Business Administration (information system management), Bachelor of Science, Computer Science Major, and Bachelor of Science in Electrical Engineering. He is certified as ITIL ® 4 Managing Professional and Approved Trainer.

RTTP Training Grant Application
Companies should submit their RTTP training grant application for their employee(s) via https://rttp.vtc.edu.hk/rttp/login at least two weeks before course commencement. Alternatively, application form could be submitted by email to rttp@vtc.edu.hk along with supporting documents.

This course is subject to approval under the Reindustrialisation and Technology Training Programme(RTTP) with up to 2/3 course fee reimbursement upon successful applications. For details: https://rttp.vtc.edu.hk.

Course Objectives

❖ The key concepts of ITIL service management, how ITIL guiding principles can help organisations to adopt and adapt ITIL service management; continual improvement; the four dimension of service management; and

❖ The purpose and components of the ITIL service value system, the activities of the service value chain, and how they connect.

Introduction
ITSM in the modern world; ITIL 4 framework, Structure, benefits

Key concepts of service management
Value & value co-creation; product & services; services relationship; Values: outcomes, costs, & Risks

The four dimensions of service management
Organization & people; Information & technology; Partner & suppliers; Values streams & processes

The ITIL service value system
Overview; Guiding principles; Governance; Service value Chain

ITIL management practices
Continual Improvement; Information Security; Relationship; Supplier; Change Control; Incident; IT Asset; Monitoring & Event; Problem; Release; Service Configuration; Service Desk; Service Level; Service Request; Deployment

Exam Session at the end of the class

Special to HKCS members

❖ May enjoy up to HK$300 Bookstore Coupon. **Promo Code: CS11HK2020**

❖ Can apply for the **certification of CPD hours**, this course hours will be counted. Please visit: http://www.hkcs.org.hk/continuous-professional-development-cpd/ for your information about CPD Hours.

Enrolment Methods

1. Scan the QR code to complete the enrolment and payment online OR
2. Mail the crossed cheque with payee name "Hong Kong Productivity Council" (in HK dollar) to HKPC Academy, Hong Kong Productivity Council, 3/F, HKPC Building, 78 Tat Chee Avenue, Kowloon (attention to Mr Desmond CHAN). Please indicate the course name and course code on the envelope.

Enrolment Link

Supporting Organisations
(In arbitrary order)

PMIS CONSULTING

50th Anniversary
HONG KONG COMPUTER SOCIETY
香港電腦學會

WTIA 20
香港無線科技商會

Hong Kong Software Industry Association
香港軟件行業協會