



ITIL® Foundation Certification

ITIL Foundation is the most important certificate for IT professionals and employees wishing to know more about IT Service Management. Organizations that work according to ITIL use the complete ITIL exam program for training personnel based on their roles. Their ITIL skills enable them to perform and cooperate better. ITIL® Foundation is part of the Certified Integrator program and is one of the prerequisites to attain the title: Certified ITIL

Advantages of MISP:

MISP has been reviewed and approved as a registered education provider of project management by the Project Management Institute, PMI , USA, CPD UK, EXIN, SCRUM and other accrediting bodies

UAE Ministry of Education Accredited Center

Globally recognized and respected certification.

Best and experienced instructors with highest success rate

Convenient location

Training largest students on short and certification programs

Authorized training center

Get trained from the global leaders -

Every month three batches in UAE

Program Details:

Service management as a practice (comprehension)

The ITIL service lifecycle (comprehension)

Generic concepts and definitions (awareness)

Key principles and models (comprehension)

Selected processes (awareness)

Selected functions (awareness)

Selected roles (awareness)

Technology and architecture (awareness)

Competence and training (awareness)

Delivery of the Program:

This program is conducted in a weekend batch.

Face-to-face facilitation, classroom delivery with discussion, activities and case studies.

Courseware is structured to guide participants through the ITIL Foundation 2011 outline with comprehensive and detailed case studies, explanations, examples and tests.

Duration:

2 Full Day

Please contact our consultants for more details on the schedule.

Exam Details:

Number of questions: 40

Pass mark: 65% (26 or more of the 40 questions answered correctly)

Open book: No

Electronic devices permitted: No

Level of qualification: Foundation

Exam Specifications:

ITILFND01 Service management as a practice. The purpose of this unit is to help the candidate to define the concept of a service, and to comprehend and explain the concept of service management as a practice.

ITILFND02 The ITIL service lifecycle.

ITILFND03 Generic concepts and definitions.

ITILFND04 Key principles and models
The purpose of this unit is to help the candidate to comprehend and account for the key principles and models of service management and to balance some of the opposing forces within service management.

ITILFND05 Processes
Service strategy
Service design
Service transition
Service operation

ITILFND06 Functions

ITILFND07 Roles

ITILFND08 Technology and architecture

ITILFND09 Competence and training

ITILFND10 Mock exam

Prerequisite:

Candidates will need to have a comprehensive overview of: the basic concepts and fundamentals of IT service management.

Accreditation:

MISP is a registered education provider of PMI USA
MISP accredited and approved center by EXIN
MISP courses are recognized and approved by CPD
MISP courses are approved by KHDA

Your Instructor:

MISP ensures and guarantee quality. MISP instructors are Certified Instructors with years of certification training experience.
On an average MISP instructors have delivered at least 1000+ hours of course delivery.
Instructors are with over ten years of industry experience holding master's degrees and prior training experience.

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