

"IT Service Management: A proactive Approach for IT Management Executive"

EXECUTIVE COURSE

Promoting your IT Management to **Greater Levels**

BUSINESS SERVICES



IT INFRASTRUCTURE

Learning Objectives

Candidates can expect to gain knowledge and understanding in the following upon successful completion of the education and examination components related to this training.

- Service Management as a practice (Comprehension)
- Service Lifecycle (Comprehension)
- Key Principles and Models (Comprehension)
- Generic Concepts (Awareness)
- Selected Processes (Awareness)
- Selected Roles (Awareness)
- Selected Functions (Awareness)
- Technology and Architecture (Awareness)

The **Pioneer** in IT Infrastructure Services Provider

"IT Service Management: A proactive Approach for IT Management Executive"

*Inspire Innovation &
Strategic IT Service Management*



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Organized by **VINA-TECH** (www.vina-tech.com.vn)

"IT Service Management: A proactive Approach for IT Management Executive"

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Day 1

08:30 – 09:00

Participants sign-in

09:00 – 17:00

Introduction
ITIL Overview
The Service Lifecycle
ITIL Key Concepts

Day 2:

8:30 – 11:30 Key Principles and Models

- *Service Strategy*
- *Service Design*
- *Continual Service Improvement*

13h30 -17h30 Processes

- *Service Strategy*
- *Service Design*
- *Service Transition*
- *Service Operation*

Day 3

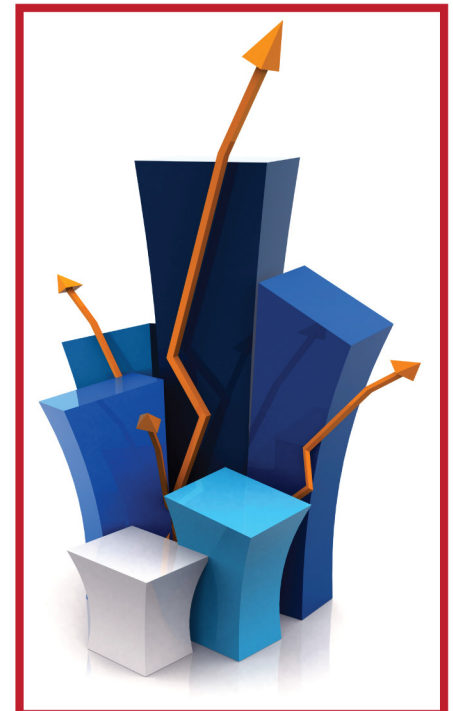
08:30 – 10:30 Functions

- The Service Desk function
- The Technical Management function
- The Application Management function
- The IT Operations Management function
(IT Operations Control and Facilities Management)

10:45 -14h30 Roles

- Role and the responsibilities of the
 - » Process owner
 - » Service owner
- Recognize the RACI model and explain its role in determining organizational structure.

14:30 – 17:00 : Exam Preparations



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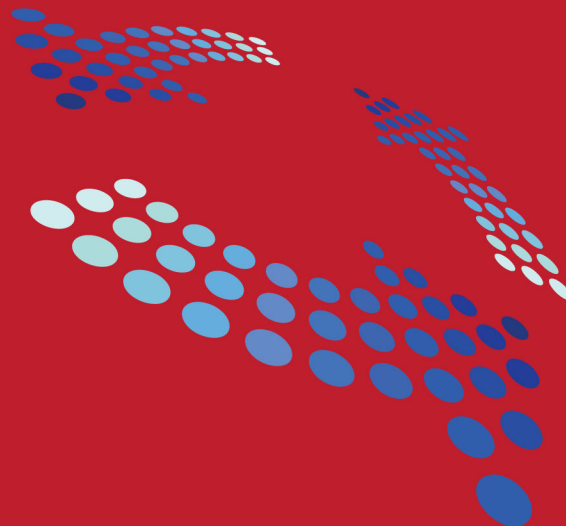
Who should attend the program?

Anyone involved in leading market, and need to raise their level of strategic IT Service Management in the new trend of international convergence find this program practical, relevant and impact.

- IT Executives
- IT Expert/Consultant;
- Leader of IT /Departments; CIO, CTO
- Anyone aspiring to **IT Service Management in the new trend of international convergence business**

Training Methodology

- Group discussion
- Team work
- Case Study
- Presentation



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REGISTRATION FORM

COURSE FEES AND GENERAL INFORMATION

(Please make copies of this page for this registration as required)



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HOCHIMINH CITY, ☐ DATE & TIME

☐ VINA-TECH

Course Fees : Subject to change

Consisting of : Attendance fees
: Materials & books

Payment Details : Payments may be made in cash at: **VINA-TECH** Office
OR TRANSFER

Title and Name:

Prof/Dr/Mr/Mrs/Ms _____

Tel: _____ Fax: _____

Email: _____

Mobile: _____ Position: _____

Organization: _____

Address: _____

Date: _____ Signature: _____

Mode of registration:

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