

ITIL v4 Foundation

Comprehensive Understanding of Different Methods, Framework and Principles of ITIL

6th - 7th March 2024

4th - 5th June 2024

Kuala Lumpur (In Person) / Online Training

Major Benefits of Attending

By the end of the course, Participants will be able to:

- **Reduce** IT costs
- **Improve** IT services by using proven best practice processes
- **Build** better customer experience with more professional approach to service delivery
- **Improve** work productivity
- **Enhance** use of skills and experience
- **Improve** Process of Vendors and Customer Services

Course Methodology

Client has the option to choose to participate either below method.

Online Course : *This course will be conducted via Zoom.*

Marriot Group Hotel: *This course will be conducted at the hotel with the trainer on site. Participants will need to bring their own laptop. Lunch/Dinner and 2 networking breaks will also be provided.*

Why you Should Attend?

ITIL® Foundation Course covers all the fundamental knowledge to manage the IT infrastructure in the organisation and provides learners with a detailed understanding of different methods, framework, and principles of ITIL®.

The delegates will gain knowledge about the ITIL® service value system, technical management practices, dimensions of service management, and concepts of service management.

This ITIL® Foundation Course will help the them to support their organisation to increase the authenticity and security of information with IT infrastructure and increase customer and stakeholder's confidence.

Who Should Attend?

The ITIL 4 Foundation Certification Course is designed for anyone working in IT looking for IT Service Management education and an understanding of how to provide business value.

Also, anyone who is looking to upgrade their ITIL v3 certification and knowledge.

Organized by:



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