

<b>TRAINING &amp; DEVELOPMENT TITLE</b>	<b>FOUNDATION CERTIFICATE COURSE IN I.T SERVICE MANAGEMENT</b>
<b>PROGRAMME OVERVIEW</b>	
<p><i>The course provides a comprehensive understanding of the ITIL Framework and how it may be used to enhance the quality of IT Service Management within an Organization.</i></p> <p><i>The focus is on an integrated approach to IT Service Management through cross-departmental processes and implementation of effective communication channels. Attendees learn a common vocabulary and a shared understanding of IT Service Management best practice.</i></p>	
<b>CERTIFICATION</b>	Upon successful completion of ITIL EXAMINATION recognized under the scheme, candidate will be rewarded ITIL CERTIFICATION by Information Systems Examinations Board (ISEB).
<b>TARGET GROUP</b>	This 5-day certificate course is the ideal starting point for any person or organization needing to find out about ITIL, the world best practice in IT Service Management.
<b>DURATION</b>	5 Days [0930hrs TO 1730hrs]
<b>COURSE FEE</b>	Malaysian Ringgit Four Thousand only per pax
<b>VENUE</b>	TBA
<b>METHODOLOGY</b>	<ul style="list-style-type: none"> <li>▪ Hands-On</li> <li>▪ Group Discussion</li> <li>▪ Q &amp; A</li> <li>▪ Findings Presentation</li> <li>▪ Case Study</li> </ul>
<b>CLO (CLASSROOM LEARNING OUTCOME)</b>	<ul style="list-style-type: none"> <li>▪ The aim of this course is for each participant to gain co Service Management as a Practice</li> <li>▪ Service Lifecycle</li> <li>▪ Key Principles and Models</li> <li>▪ Generic Concepts</li> <li>▪ Selected Processes</li> <li>▪ Selected Roles</li> <li>▪ Selected Functions</li> <li>▪ Technology and Architecture</li> <li>▪ Related standards and frameworks</li> <li>▪ The issues of implementing ITIL Service Management into an organization and creating</li> </ul>
<b>COURSE OUTLINE</b>	<ul style="list-style-type: none"> <li>▪ INTRODUCTION</li> <li>▪ SERVICE MANAGEMENT AS A PRACTICE</li> <li>▪ THE SERVICE LIFECYCLE</li> <li>▪ SERVICE STRATEGY</li> <li>▪ SERVICE DESIGN</li> <li>▪ SERVICE TRANSITION</li> <li>▪ SERVICE OPERATION</li> <li>▪ CONTINUAL SERVICE IMPROVEMENT</li> <li>▪ TECHNOLOGY AND ARCHITECTURE</li> <li>▪ RELATED STANDARDS AND FRAMEWORKS</li> <li>▪ ITIL SIMULATION</li> <li>▪ IMPLEMENTING ITIL</li> </ul>
<b>ENROLLMENT REQUIREMENT</b>	<ul style="list-style-type: none"> <li>▪ They must be Malaysian Citizen (<u>100%</u> HRDF claimable).</li> <li>▪ Foreigners with Work Pass from MOHR (HRDF <u>not</u> applicable).</li> <li>▪ They must be <u>approved</u> by the designated officer/s for this program.</li> <li>▪ They must be of <u>18 years</u> of age or above.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ They must have a minimum <u>PMR</u> qualification (not applicable for foreign workers with Work Pass from MOHR).</li> </ul>
<p><b>PAYMENTS &amp; CLAIMS</b></p>	<p>THE PAYMENT IS TO BE PAID BY CROSSED CHEQUE MADE OUT TO "MELIND HIGHER EDUCATION SDN BHD".</p> <p><b>HRDF 100% Claimable</b> status under our license: SBL-KHAS Category A. The Employer can claim direct from HRDF using the SBL SCHEME.</p> <p>Each employee MUST produce an official form (from MHE) for the employer for each class attendance to obtain the official invoice for the employer to make the claim from HRDF as we are a Category A HRDF License owner which allows 100% claimable option to the Employer.</p>