

**Asha S. P.** B.E(Instrumentation),PGDIT,ITIL V3

**Freelance Technical Trainer**

Previously associated with: Nokia Solutions Networks

*Online/Classroom/Corporate Training*

*IT Exp:12+ years*

*Industries: Telecom, Software Testing & Automation using Shell, Perl & Python scripting*

*Trained more than 100 students*

*Onsite worked: Finland*

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## **Online courses : 1) ITIL Foundation Training**

### **3. Perl**

**Duration : 12 hours**

**Objective :** The objective is to help the participants understand the ITIL Best practices and assist them to take the online certification exam.

#### **Overview:**

The Foundation level is the entry level qualification which offers you a general awareness of the key elements, concepts and terminology used in the ITIL service lifecycle, including the links between lifecycle stages, the processes used and their contribution to service management practices.

#### **Course Content :**

##### **Introduction – ITIL V3 Foundation Certification**

##### **1. Processes**

###### **1.1. Service Strategy**

- 1) Financial Management
- 2) Service Portfolio Management
- 3) Demand Management
- 4) Strategy Management
- 5) Business Relationship Management

###### **1.2. Service Design**

- 1) Service Level Management
- 2) Availability Management
- 3) Capacity Management
- 4) . IT Service Continuity Management
- 5) Information Security Management
- 6) Service Catalogue Management
- 7) Supplier Management
- 8) Design Coordination

###### **1.3. Service Transition**

- 1) Change Management
- 2) Service Asset & Configuration Management
- 3) Release And Deployment Management
- 4) Transition Planning & Support
- 5) Service Validation & Testing
- 6) Change Evaluation
- 7) Knowledge Management

###### **1.4. Service Operation**

- 1) Service Desk (Functions)
- 2) Incident Management
- 3) Problem Management
- 4) Access Management
- 5) Event Management
- 6) Request Fulfillment
- 7) Technical Management (Functions)
- 8) Application Management (Functions)
- 9) IT Operation Management (Functions)

###### **1.5. Continual Service Improvement**

- 1) Seven Step Improvement Process, Deming Cycle, CSI Model
- 2) Service Reporting
- 3) Service Management

## 2. Mock Exams

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