



**Computer Society of India, Mumbai Chapter
PRESENTS TWO DAYS TRAINING ON**

ITIL® V.3 Foundation

On 15 - 16 (Saturday & Sunday) Jan. 2011, From 9.30 am to 5.30 pm

Note: Participants are eligible for 12 hours of CPE / PDU's

Course Overview:

This course introduces the principles and core elements of IT Service Management (ITSM) based on the ITIL® v3 set of best practices.

Duration:

This is a **two (2)** day course that will prepare participants for the certified ITIL® v3 Foundation exam.

Course Objectives:

To prepare participants for ITIL Foundation examination.
To ensure participants gain from real life situation experience of trainer and participants.
To ensure that participants gain an overview into ITIL implementation issues.

Course Outline:

- Service Management as a practice Comprehension
- Service Lifecycle Comprehension
- Key Principles and Models Comprehension
- Key Concepts Awareness
- Selected Processes Awareness
- Selected Roles Awareness
- Selected Functions Awareness
- Technology and Architecture Awareness
- Introduction to ITIL ® and best practice.
- Service Strategy, including the four main activities of strategy, Service Portfolio and
- Service Catalogue, Financial Management, Demand Management.
- Service Design, including the Service Design Package, Service Level Management, and the 4Ps (People, Processes, Products, Partners), Capacity Management. Availability Management.

- Service Transition, including Change Management, Configuration Management, Release & Deployment Management.
- Service Operation, including Incident Management, Problem Management, and the Service Desk, Security Management, Technical Management
- Continual Service Improvement, including 7-step improvement process, Deming Cycle and the CSI model.
- ITIL Qualification scheme Awareness.

Course benefits:

On completion of this course you will be able to:

- Identify the various ITIL processes that can be implemented in an organization.
- Identify the benefits of implementing each ITIL process in an organization.
- Identify the basic concepts related to each ITIL process.
- Identify the activities, roles & responsibilities involved in each process.
- Identify the relationship of each ITIL process with other processes.
- Identify the factors that affect the effectiveness of each ITIL process.

Target Audience:

IT Managers, IT staff and process owners
 Application, project and business managers directly involved in IT
 Any member of an IT organization in delivery of IT services.

Instructors Profile:

Mr. R P Dumasia

The Facilitator is certified in ITIL Masters (V2), ITIL Expert (V3), CISA, Project Management using Prince2, GCFA and an experienced trainer. R P Dumasia brings to you work experience on various platforms and technologies in multiple roles & responsibilities.

He is an experienced trainer and brings 32 years of diverse experience in Information technology covering Operations, Systems & Management. He has worked on various platforms and technologies in multiple roles and responsibilities. He handles training in ITIL Processes, Software Engineering, Project Management on a professional basis and also for colleges as a visiting faculty. He is invited speaker in seminars on Technology management and Governance issues.

He has served in Shipping Industry like The Great Eastern Shipping Company Ltd., P&O Containers and with Consumer companies like Colgate Palmolive, Tata Tea, and multi-product manufacturing company like Godrej & Boyce.

He has set up Help Desk, handled Service Support Activities for an outsourced project of IBM, taking over in-house IT team and running unit as an integrated Service Support team. He has helped set up processes for service delivery and support for Operations, Network Management and applications support

He has consulting experience with Gulf Air, Alitalia Airways, Chevron Manning and NGEF.

With tremendous exposure to IT strategic planning, IT service Delivery and support, Software project & facilities management, he brings with him and in-depth user perspective to his academic and teaching assignments. Rohinton's experience in real life situations, coupled with excellent & proven training methodology gives a learning experience to the participants.

Registration Fees:

CSI PMI / ISACA Member	-	Rs. 7500/- Per Participant
Non CSI PMI / ISACA Member	-	Rs. 9500/- Per Participant

- The cheque / DD in favour of "**CSI Mumbai Chapter**" Payable at Mumbai.
- The mentioned fees is inclusive of all taxes and charges.
- Registration fees covers courseware, lunch, Tea/Coffee and CSI Certificate.
- Group discount is available for minimum 4 number of registration.
- Non CSI Member can avail discount in fees by becoming member of the society for details visit <http://www.csimumbai.org>

VENUE AND FOR Registration CONTACT:

Harshvardhan Mane/ Santosh Hebbale
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E-217, Floral Deck Plaza, Near Seepz, Andheri East, Mumbai - 400 093.
Landmark – Near Seepz Gate No.1,
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Fax: 022 28235546
Email: info@csimumbai.org , csimumbai@vsnl.com
<http://www.csi-india.org>

Participation only through advance registration (Batch size : 20 participants only)

Note – Out station participants need to confirm atleast 2 days prior to the commencement of the training

Disclaimer:

This mail is not spam mail and is a genuine communication from Computer Society of India (CSI) Mumbai Chapter to its members and other IT Professionals to inform them about the forthcoming event. If you feel that this mail should not have been sent to you or you want similar communication to be sent to your different e-mail address, please reply to this mail and specify it in the message.