

Online Training : IT Infrastructure Library Foundation

Description

This entry-level qualification training offers participants general awareness of key concepts, structure, elements, and terminology used in Information Technology Infrastructure Library (ITIL) Service Lifecycle, including linkages between Lifecycle stages, core principles, processes implemented and their contribution to Service Management practices.

Upon completion, candidates can expect to gain a general overview, and basic knowledge and understanding of ITIL.

Trainer: Goutama Bachtiar

WAKTU PELAKSANAAN

18 - 19 Januari 2027

09:00 - 15:00 WIB

TEMPAT PELATIHAN

By Zoom

Harga

Group Price: Rp 3.700.000
Full Fare: Rp 4.050.000

**) Harga di atas tidak dikenakan PPN 11%, sudah termasuk E-Certificate dan Modul.*

Program Objectives

In details, at the end of this training, attendeesare expected to:

1. Comprehend Service Management as a practice
2. Understand ITIL Service Lifecycle
3. Master concepts and definitions
4. Valuekey principles, structures and Models
5. Raisetheir awareness on selected processes

6. Profile selected functions and roles
7. Understand technology and architecture
8. Utilize competence and training

Program Content

NO	SESSIONS
1	CommencingService Management and ITIL
2	Mastering Service Strategy and Demand Management
3	Valuing Service Design
4	Mastering Service Catalogue and Service Level Management
5	Familiarizing Service Transition
6	Commencing Change Management, Asset and Configuration Management
7	Valuing Knowledge, Release and Deployment Management
8	Mastering Service Operation
9	Understanding Event, Incident, Request Management
10	Commencing Problem and Access Management
11	Planning for Continual Service Improvement
12	Mastering Authority Matrix with RACI Model
	TOTAL HOURS

Training Methodology

In order for effective learning and full appreciation, the course will be delivered with 30% of the time devoted to important concepts and other theory topics and 70% allotted for hands-on lab exercise and case studies. Training lead will be assisted by presentation slides and actual demonstrations for clear understanding and smooth follow-through during the sessions. Active participation will be encouraged through individual work and collaborative effort.

Targeted Participants

Officers, supervisors and managers or any personnel who require basic understanding of IT framework, how ITIL is implemented to enhanced the quality of IT Service Management within their organization. On top of that, it is also intended for anyone who needs to be informed about,

or contribute to an ongoing service improvement programme.

Instruktur Pelatihan

Goutama Bachtiar

Goutama Bachtiar adalah : Advisor, Auditor, Konsultan, Trainer, Courseware Designer dan Penulis bidang Teknologi dan Sistem Informasi selama 17 tahun terakhir dengan spesialisasi di ranah IT Governance, Risk, Security, Assurance, Audit dan IT Management.

Saat ini beliau menjabat sebagai advisor beberapa perusahaan dan organisasi, Subject Matter Expert, Program Mentor, Editorial Journal Reviewer, Certification Exam (CISA, CGEIT, CISM, CRISC) dan Study Materials Developer di ISACA International Chapter, Subject Matter Expert dan Program Evaluator di PMI International Chapter, IASA, SABSA dan Open Group Global Working Group Member, Reviewer Panel di International Institute of Business Analysis (IIBA), Dosen Tamu di program pasca sarjana beberapa universitas di AS dan Indonesia (UTB, UI, IPB dan Binus), serta moderator, panelis dan pembicara di sejumlah konferensi, workshop dan seminar.

Sebagai auditor dan konsultan, telah memberikan layanan tersebut kepada 35 perusahaan dan organisasi. Puluhan sertifikasi internasional sudah diperolehnya sampai dengan saat ini.

Selain itu, beliau juga telah mengadakan dan memberikan pelatihan, perkuliahan, seminar, konferensi dan workshop sebanyak lebih dari 230 sesi dan 5500 jam lebih kepada sekitar 7500 peserta di Indonesia maupun luar negeri kepada lebih dari 70 perusahaan dan organisasi.

Sebagai penulis, sudah mengarang 2 buku dan 22 courseware serta sudah menulis, melakukan review dan editing atas 300 artikel, manuskrip, paper dan white paper seputar Telematika dan Manajemen di lebih dari 20 media, publikasi, organisasi, jurnal dan konferensi.

CONTACT US

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