



MALTA UNIVERSITY CONSULTING

COURSE INFORMATION SHEET

ITIL® 4 Foundation Course

Date of Issue:
16th May 2022

Who should attend:	IT service providers, IT consumers and IT professionals in a wide range of roles. This course is for anyone who needs to understand the key concepts of IT and digital service delivery, and who is interested in helping their organization embrace the new service management culture.		
Course Duration:	16 hours	Time: 8:30 - 16:30	
Dates:	11 th and 12 th July 2022		
Delivery:	Online via Zoom	Course Registration Fee:	€ 700 (Option A) or € 820 (Option B) - Includes exam resit

Aim and Contents of the Course

This foundation course provides attendees with introductory knowledge based on the formal ITIL syllabus for managing while improving IT Services. This includes an understanding of the Service Value System (SVS) and hence the Guiding Principles, Practices, Continual Improvement, Governance, Opportunities/Demand and Outcomes. All this while embracing Agile, DevOps and Lean methodologies.

Course Outline

Sessions Day 1:

- ✓ Introduction and Background
- ✓ General Terms and Concepts
- ✓ The Principles of Service Management
- ✓ The Four Dimensions of Service Management
- ✓ Service Value System and Service Value Chain

Sessions Day 2:

- ✓ Work Review and Correction
- ✓ Summary of Day 1
- ✓ Continual Improvement
- ✓ ITIL® Practices
- ✓ Mock Exam and Questions
- ✓ Exam Preparation
- ✓ Conclusion

Learning Outcomes:

ITIL4 presents the mindset for digital organizations to not only survive but be successful during this fourth industrial revolution where digital transformation and digital disruption are ongoing and require the support of high-velocity IT. This course will help you understand:

- ✓ How modern IT and digital service organizations operate
- ✓ How value streams increase speed and efficiency
- ✓ How cultural or behavioural principles guide work that benefits the wider organization
- ✓ How to use commonly used service management terms and concepts

Course Trainers

Mr Keith Mallia Keith has over twenty (20) years' experience in IT Service Management and has occupied various roles focusing mainly on Government of Malta ICT operations and services to maximise services availability and co-create value. Keith has a BSc Information Systems and Management, under the academic direction of the London School of Economics and Political Science. Keith has also studied ITIL® and completed the Expert certification in April 2018. Keith is also certified in Project Management (PRINCE2) as an Agile Service Manager (DevOps Institute) and as an ITIL® Trainer and has been delivering courses for the past eight (8) Years.

Mr Matthew Catania

Matthew has over twenty-five years' experience in Service Management, contributing in various roles including those of Consultant and Service Manager of various teams. Having achieved a BSc in Computing and Information Systems through the University of London, Matthew went on to solidify his knowledge through a whole spectrum of industry standard certifications including ITIL®, Agile Service Management, ISO/IEC 20000, and DevOps. Matthew has been delivering ITIL® training since 2014.

Certification

Upon successfully completing the course with 80% attendance, participants will receive a Certificate from Malta University Consulting Ltd.

General Information

For further information kindly contact: Malta University Consulting Ltd, Campus Hub, Block 'O' Level 7, University of Malta, Msida. [Tel: 21240746](tel:21240746);

e-mail: trainingservices@muhc.com.mt; maria.bugeja@muhc.com.mt website: www.maltaconsulting.mt

For online registration please click [here](#).

Cheques are to be made payable to Malta University Consulting Ltd.

