ITIL® 4 Foundation

1.5 Days Fast Track [+0.5 Day Deep Dive]

The pace of change facing professionals is exponential.

Technology has transformed the way we work, socialize, purchase goods, and interact with services, fueling new behaviors, demands & experiences. Consumers & users now expect more, which puts pressure on both digital professionals and their organizations to deliver higher quality IT-enabled products and services at a quicker pace. Innovative ways of working, such as DevOps, Lean and Agile has led to the rise of the modern service economy & disruptive, digital native organizations.

Professionals need to prepare and think ahead to the skills they will need to help successfully navigate these challenges and the increasingly volatile, uncertain, complex and ambiguous (VUCA) environments in which both they and their employers operate. ITIL 4 is a flexible, end-to-end operating model for the creation, design and management of IT-enabled products and services. It is the evolution of the well-established framework, ITIL, which provides comprehensive, practical & proven guidance to global organizations and professionals for over 30 years. The 2 days ITIL 4 Foundation with APEX Global Learning, is a fast track program to get your career future-proofed to help you thrive.

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Key Highlights

- 12 Hours [+4 Hours] Virtual Live Training by Accredited & Expert Trainer

- AXELOS-approved training material & Unique Training Approach

- Module wise learning checks and 250+ practice questions

- Immersive Learning with Real world simulations, case studies that empowered over 12,000 professionals, and many more.

Learning Objectives

By the end of this program, you will be able to:

- Learn the common language of IT service management

- Understand how value streams increase speed and efficiency

- Consider external and internal perspectives and stakeholders for a holistic approach to value co-creation and service delivery

- Understand how modern IT and digital service organizations can work more efficiently and effectively.

Program Benefits

Globally recognized certification

Co-create value for your customers

Universal ITSM nomenclature

Seamless control over Service Value Chains

10% off DISCOUNT On higher ITIL programs when you avail ITIL Foundation with us!

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Target Audience

ITIL Foundation is suitable for professionals:

- Working in ITSM aligned organizational units

- Aspiring to understand the basics of ITIL Framework

- In-charge of implementing ITSM within an organization or having any ITSM role

- Who play a role in the service value system

- Who are enabling DevOps transformation or Digital Transformation in an organization

- Who have roles in IT Operations of any organization

Prerequisites

There are no prerequisites to take the ITIL 4 Foundation Certification exam. However, we highly recommend the following to leverage the

- Computer/ Laptop with Microphone & Camera in working condition

- Good Internet

- Access to Google Forms/ MS Forms for Practice Exams

Certification Alignment

This course is accredited by AXELOS & PeopleCert

AXELOS
GLOBAL BEST PRACTICE

PeopleCert
All talents, certified.

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Curriculum

1. **Understand the key concepts of service management**
   - Core Definitions
   - Key concepts of creating value with services
   - Key concepts of service relationships

2. **Understand ITIL guiding principles**
   - Nature, use and interaction of the guiding principles
   - Use of guiding principles

3. **Understand the four dimensions of service management**

4. **Understand the purpose and components of the ITIL service value system**
   - The ITIL service value system

5. **Understand the service value chain**
   - Interconnected nature of the service value chain and how this supports value streams
   - Purpose of value chain activities

6. **Know the purpose and key terms of 15 ITIL practices**
   - Purpose of the 15 Core ITIL practices
   - Core ITIL terms and their definitions

7. **Understand 7 ITIL practices**
   - The 7 ITIL practices in detail, excluding how they fit within the service value chain

Our Training Approach

	Features	Fast Track	Deep Dive
>>>1.5 Day Training	Instructor-Led Classroom Training	✓	✓
	Practical Real World Examples	✓	✓
	Practice 250+ Sample Questions	✓	✓
	ITIL Learning Toolkit	✓	✓
>>> 0.5 Day Training	Deep Dive into ITIL Practices	✗	✓
	Case Study Base Learning	✗	✓
	Access to ITIL Implementation Toolkit via SkillED*	✗	✓
>>> Exam	EXAM VOUCHER	✓	✓

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Exam Details

Duration: 60 minutes

26/40
Passing mark

**Exam Mode:
Proctored Online Exam
(Closed Book)**

Training Takeaways

Training Manual

Certificate

ITIL Glossary

ITIL Learning
Toolkit
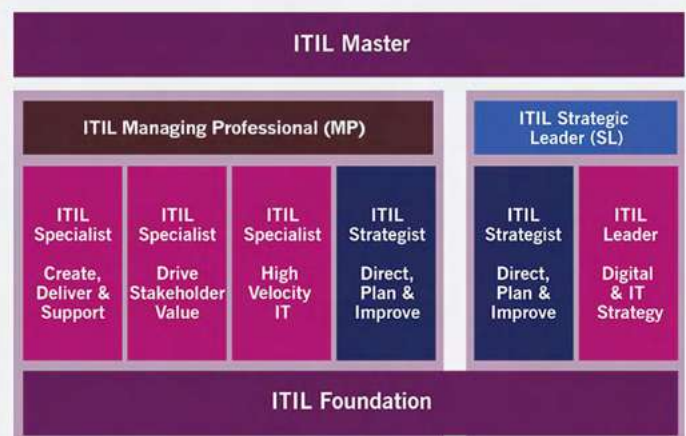
250+ Practice
Questions

ITIL Implementation
Toolkit

Post Training
Support

What's Next?

❯ All candidates must start with ITIL Foundation for both ITIL Managing Professional and ITIL Strategic Leader to gain a basic understanding of core concepts and principles of ITIL 4.

❯ Candidates can then work towards becoming either an ITIL Managing Professional (ITIL MP) or ITIL Strategic Leader (ITIL SL) by completing the relevant modules.

❯ If a candidate completes all 5 modules, gaining both designations from the two streams, they will be eligible for assessment to become an ITIL Master.

ITIL Master					
ITIL Managing Professional (MP)				**ITIL Strategic Leader (SL)**	
ITIL Specialist Create, Deliver & Support	ITIL Specialist Drive Stakeholder Value	ITIL Specialist High Velocity IT	ITIL Strategist Direct, Plan & Improve	ITIL Strategist Direct, Plan & Improve	ITIL Leader Digital & IT Strategy
ITIL Foundation					

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Clients

asurion

UNILAB

BANGKO SENTRAL NG PILIPINAS

Smart

EMERSON™

Globe

accenture

Testimonials

"Very nice learning experience. Lots of real world examples and the trainer made it easy to understand the topics."

- PwC, Technology Consulting Associate

"I would like to commend the Trainer for the intuitive lectures. He did not run out of examples for us to better understand the topics."

-TrendMicro, Anti-Spam Research Engineer, Machine Learning

"Great presentation and interactive tutorial especially with having quizzes"

- Unilab, SAP IM/WM LEAD

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About Us

APEX Global is the learning solutions arm of ECCI — the leading process improvement solutions provider in Southeast Asia.

Our sole aim is to promote performance excellence among professionals. We help our customers achieve greater success through effective, experiential and results-oriented training delivery. Our professional development solutions cover Trainings and Conferences, Managed Services and Learning on Demand. We organize public trainings and in-house workshops tailored for specific organizations. We help companies manage their non-core yet critical training function through end-to-end training management - starting from planning and needs analysis to program evaluation and records management. The Learning on Demand products we offer provide convenient and innovative ways for learning.

Applying the experience of training over 100,000 professionals in the last decade, a strong pool of expert trainers and facilitators with expertise in a niche array of domains and a strong regional presence, we provide an extensive portfolio of high-quality industry specific and functional programs coupled with high quality training materials to deliver our ultimate "promise"—the R.E.A.L. learning experience.

The APEX Global Experience

Setting
> Connect, Collaborate & Learn
> Boutique experience with thoughtful hosts
> Instant attention/escalation response

Trainer
> Trusted learning partner
> Driven by a sense of responsibility
> Subject & Systems expert
> Backed by Apex Global's TQA*

Approach
> Immersive for better retention
> Experiential knowledge sharing
> 1-on-1 mentoring**

Materials
> Comprehensive & time-tested compilation
> Assessments, case studies, activities & more
> Curated by Industry Experts

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REGISTRATION FORM (September 27- 29,2022, 1:00 - 5:00 PM) | Online

☐ **REGULAR**
PHP 36,000.00
+ 12% VAT

☐ **GROUP OF 4 OR MORE**
Rate per person
PHP 34, 600.00
+ 12% VAT

☐ **EARLY BIRD OR PERSONAL SPONSORSHIP**
Registration received on or before September 13, 2022
PHP 35, 125.00
+ 12% VAT

☐ **+ ITIL Deep Dive**
Rate per person
PHP 5,000.00
+ 12% VAT
September 30, 1:00 - 5:00 PM

Participant 1

Last name   First name

Job title

Mobile phone number

Email address

Participant 2

Last name   First name

Job title

Mobile phone number

Email address

Participant 3

Last name   First name

Job title

Mobile phone number

Email address

Participant 4

Last name   First name

Job title

Mobile phone number

Email address

TERMS AND CONDITIONS

1. ECC International (ECCI) reserves the right to make any amendments in its program venue, scheduled dates, or to cancel the program due to unforeseen circumstances without any prior notice, but all measures will be taken to reach the participants.
2. ECCI assumes no liability whatsoever in the event that a program is cancelled, reschedules, or postponed due to fortuitous event, Act/s of God, unforeseen occurrence not limited to: war, fire, labor strike, extreme weather, or other emergency conditions.
3. Please note that while speaker and topic confirmed at the time of publishing, circumstances beyond the control of the organizer may necessitate substitutions, alterations, or cancellations of the speakers and/or topics. As such, ECCI reserves the right to alter or modify the advertised speakers and/or topics if necessary without any liability without compromising the training and delivery quality.

ECCI CANCELLATION, POSTPONEMENT AND SUBSTITUTION POLICY:

1. Accomplished registration form signed by the authorizing person from CLIENT: (1) acts as a contract and is legally binding (2) will be subject to applicable cancellation policy.
2. Cancellation of program registration, regardless of payment status, should be received in writing from the participant in not less than eight (8) working days prior to the commencement of the program.
2.a. APEX Global Representative must acknowledge the cancellation request for registration to be considered null and void. APEX Global holds the right to accept or reject the cancellation request dependent on program variables.
3. APEX Global reserves the right not to disclose the reason for not accepting the cancellation request.
3.a. APEX Global reserves the right of judgment to waive any cancellation penalties, approved by the management, dependent on program variables.
4. Unaccepted cancellation requests will be billed in full + VAT and other necessary changes which may or may not be indicated on the latest invoice sent to CLIENT. Finalized invoice will be sent to client reflecting total bill amount.
5. Refusal of payment due to cancellation may result to legal charges and actions.
6. Cancellation requests for registration/s that have already been paid will still subject to the stipulated cancellation time frame.
7. If APEX Global accepts the cancellation request for registration that has already been paid, APEX Global will issue a training voucher amounting to total bill amount less incidental/operational charges.
8. Training vouchers acts as credits and may be used (1) to attend the next program schedule (2) to attend a different program (3) purchase Managed Service offering.
9. In the event that a registered participant substitution occurs, no additional payment will be needed however, this may not be applicable to several course with certifications, courseware charges, or as deemed by APEX Global.

PAYMENTS & DISCOUNTS

1. All fees are subject to prevailing taxes. Any discount (Early Bird, Group & any other special promotions) offered by APEX Global can be availed if the payment is made within the promo period.
2. Rates and fees indicated on the registration form is subject to change without prior notice but all measures will be taken to reach the participants.
3. Payments made after the default payment terms (30 days after receipt of invoice) will merit a 5% late payment surcharge. Client company payment terms shall override the default payment term of 30 days (discuss with OSG if its possible to have this).

PRIVACY & DATA PROTECTION

1. The participant hereby grants ECCI permission to take photographs and videos during training or event they are participating in, with understanding that these photographs, audio, or video recordings may be edited ,copied, exhibited, published, or distributed through the internet for marketing purposes. Personal Data is gathered in accordance with the E-commerce Act 2000. You may also receive updates and promotional event notifications from ECCI on other related trainings and events.

☐ **I have read and understood the stated terms and conditions.**

Name of Authorizing Person

Designation/Department

Date

Signature

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BILLING INFORMATION SHEET

STEP 1: Invoice Details

_____
Company name

_____
Company tax ID number

_____
Email address

_____
VAT status

_____
Special instructions required

_____
Client business style

_____
Client payment terms

VAT EXEMPTION

☐ Yes   ☐ No

If YES, kindly send us scanned copy of PEZA certificate

If your organization is VAT exempt, kindly provide PEZA certificate.

If PO Number should be indicated in the invoice, etc.

Required by BIR

Payment should be made ON or BEFORE the training.

STEP 2: Payment Details

☐ CASH   ☐ CHEQUE   ☐ BANK TRANSFER

Account name	:	**ENVIRONMENTAL COMPLIANCE CONSULTANTS INTL. CORP**
Account number	:	**017 - 01 - 000067 - 4**
Bank name	:	**ASIA UNITED BANK**
Branch name	:	**MAKATI - RUFINO BRANCH**
Swift code	:	**AUBKPHMM**
Bank address	:	**G/F FELIZA BLDG, 108 V.A. RUFINO ST., LEGASPI VILLAGE, MAKATI CITY**

STEP 3: Invoice Delivery Details

_____
Recipient name

To whom should the invoice be addressed to

_____
Designation

Job title & Department

_____
Contact number

_____
Delivery address

STEP 4: Payment Collection Details

_____
Name

From whom should we follow up the payment status, release date, etc.

_____
Designation

Job title & Department

_____
Contact number

_____
Collection address

☐ *Check this box if Payment Collection Address is same as Invoice Delivery Address*

*Only proceed to STEP 4 if Payment Collection Details does not reflect your company Finance Manager contact details.

STEP 5: Finance Contact

_____
Name

From whom should we follow up the payment status, release date, etc.

_____
Designation

Job title & Department

_____
Contact number

Contact Information

8/F Montepino Building, 138 Adelantado St. cor. Gamboa St, Legaspi Village, Makati City 1229, Philippines
Telephone number: (+632) 403-8668
Email address: training@apexgloballearning.com
Website: www.apexgloballearning.com

To be filled up by an ECCI Representative

_____
Total Amount

_____
BDE