



BOSTON NETWORK

The Global Knowledge Network

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Course:

ITIL 4 Foundation

การบริหารงานบริการด้าน IT ด้วย ITIL (ไม่รวมค่าสอบ ITIL)

Duration: 3 Days (9:00 – 16:00)

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พัฒนาตัวคุณให้บริหารงานไอที
อย่างมืออาชีพระดับสากล

กับหลักสูตร

ITIL V4 FOUNDATION

BEST PRACTICE IN

IT SERVICE MANAGEMENT

บอกเล่าการบริหารงานไอที แบบเดิมที่ไร้ระบบ ระบบดับ Down ไร้แผน
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02-949-0955



**Course Description:**

Understand Key Concepts of Service Management & Key Concepts of ITIL v4

Identify opportunities to develop ITIL practices using ITIL v4

Interact with IT teams using ITIL terminology and concepts

How You will Benefit:

The IT Infrastructure Library (ITIL) v4 is the current version of the most widely adopted best practice framework for IT management. Achieving the Foundation Certification represents clear demonstration that you can contribute to improving the maturity of an IT organization. The unique structure and format of this course follows the guidelines of the testing body and provides comprehensive coverage of the ITIL v4 Foundation Certification Exam topics.

This ITIL 4 Foundation course takes you through the service value system and what it really means to contribute to business value.

Course Outline:**Day 1**

- Key Concepts of Service Management
- Key Concepts of ITIL
- The Guiding principles of ITIL 4
 - Focus on value /Start where you are /Progress iteratively with feedback
 - Collaborate and promote visibility /Think and work holistically /Keep it simple and practical/ Optimize and automate
- The four dimensions of service management
 - Organizations and People
 - Information and Technology
 - Partners and Suppliers
 - Value Streams and Processes
- How ITIL practices described in ITIL 4 will maintain the value and importance provided by the current ITIL processes from demand to value.
- Service value system

Day 2

- Service value chain
- ITIL Practices
 - What is currently known in ITIL v3 as “processes” are being expanded to consider other elements such as culture, technology, information and data management, and more. This holistic vision of a way of working is known as a “practice” in ITIL 4, and forms a fundamental part of the ITIL 4 framework.
- General Management Practices
 - Continual Improvement Practice
 - Continual Improvement Model
 - Information Security Management
 - Relationship Management



- Supplier Management

Day 3

- Service Management Practices
 - Change Control
 - Incident Management
 - IT Asset Management
 - Monitoring and Event Management
 - Problem Management
 - Release Management
 - Service Configuration Management
 - Service Desk
 - Service Level Management
 - Service Request Management
- Technical Management Practices
 - Deployment Management

Course Prerequisites:

Experience and knowledge of IT Management. General IT knowledge is assumed.

Target Group:

IT Manager, IT Auditor, Operation Manager & Those who want to achieve ITIL v4 Foundation Certification. You want to prepare for the ITIL 4



What is ITIL?

Reduce IT Cost and Improve IT Service Level with World Class Best Practice in IT Service Management

The Information Technology Infrastructure Library (ITIL) is fast becoming the worldwide, de facto standard for IT service management. ITIL can be defined as a set of best practices for managing the practices required to effectively manage the delivery of IT services and support. Each of the practices defined in ITIL is designed to drive a specific IT business function or discipline. Understanding the differences between- and the relationships among- these practices is an important first step in implementing ITIL.

IT Infrastructure Library is designed to simplify and standardize IT language in order to save time and resources when dealing with queries. It also sets in place practice for dealing with all types of challenges the IT department faces from Change Management to Disaster Recovery to Help Desk Management to Service delivery and minimum service levels. It adds value by setting expectations and improving the delivery of IT support in accordance with business requirements.

Arriving in 2019, ITIL 4 represents the first major change to ITIL for over 12 years. The content and structure of ITIL 4 will differ significantly from the current version 3.0. ITIL 4 will reflect the best of prior versions adding the latest in best practice service management. ITIL 4 also has a greater focus on business drivers and benefits.

Benefits of ITIL

- Ensuring the quality of services delivered matches business expectations. Achieved by negotiating, agreeing, monitoring and reporting on service levels with the business. Expectation setting also has the effect of reducing short-notice requests for changes from the business.
- Changing the culture of the IT organization to that of a customer service focus that is priority-based and uses a process-driven approach leading to consistent and predictable levels of support rather than operating solely on technology expertise and relying on "heroic acts" and dedication by staff to deliver good service. Move from fire-fighting to control.
- Less duplication of work and hence improved efficiency and productivity of support staff. With ITIL everything that happens on the IT infrastructure is logged: resolutions to incidents and problems are documented and are re-used rather than needing to be solved repeatedly.
- Improved manageability of IT changes (hardware and software upgrades and new services as well as resolutions to problems) leading to less disruption caused by changes causing incidents and problems.
- Less reliance on key, members of IT staff from adopting a process-based approach and using a databases to capture knowledge. Small organizations are particularly susceptible to a key member of IT staff leaving.

For more information please visit:

http://en.wikipedia.org/wiki/Information_Technology_Infrastructure_Library

<https://www.best-management-practice.com/>



**Program Trainer:
Qualified Trainer from Boston Network**

วัน เวลา สถานที่ และค่าใช้จ่าย ในการเข้าร่วมงานสัมมนา

วันที่ 19-21 ตุลาคม 2569 เวลา 09.00 - 16.00 น. โดยสามารถเข้าอบรมได้ ดังนี้

เข้าร่วมอบรมที่โรงแรมโนโวเทล กรุงเทพฯ สุขุมวิท 20 หรือโรงแรมที่เทียบเท่า

(สถานที่อาจมีการเปลี่ยนแปลงกรุณาติดต่อเจ้าหน้าที่ประสานงาน)

ค่าใช้จ่ายในการเข้าร่วมงานสัมมนา ราคา 19,500 บาท (ราคานี้ยังไม่รวมภาษีมูลค่าเพิ่ม 7%)

สำหรับรายละเอียดเพิ่มเติม กรุณาติดต่อผู้ประสานงานอบรม โทร: 02 949 0955, 02 318 6891,
086 337 8266, Email: seminar@bostonnetwork.com และ Line ID: @bostonnetwork



ค่าฝึกอบรม สามารถหักค่าใช้จ่ายทางภาษีได้ 200% ของค่าใช้จ่ายจริง
(พระราชกฤษฎีกาฉบับที่ 437 ใช้ 19 ตุลาคม พ.ศ. 2548 เป็นต้นไป)

สร้างสรรค์หลักสูตรสัมมนาคุณภาพเยี่ยมโดย



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แผนที่ โรงแรมโนโวเทล กรุงเทพฯ สุขุมวิท 20 (สถานที่อาจมีการเปลี่ยนแปลงกรุณาติดต่อเจ้าหน้าที่ประสานงาน)

