



IT organizations are faced with a rapidly evolving environment coupled with a more headcount-constrained staff, where standardization on optimal systems and procedures is a critical success factor. The Information Technology Infrastructure Library (ITIL® 2011) serves as the worldwide de facto standard for the delivery of high quality IT services. The ITIL® v3 (2011) is the latest evolution which puts heavy emphasis on integration of IT in the business.

This course introduces the learners to ITIL®, IT Service Management (ITSM) and the key processes that are part of the ITIL® Best Practices framework. The ITIL® v3 (2011) foundation course uses a combination of not only excellent delivery of content from experienced ITIL practitioners/trainers, but also promotes sharing of experiences and practical applications of ITIL implementation.

****The course agenda is aligned to 2011 updates made to the ITIL® v3 (2011) Framework.***



• APRIL 26-28, 2016



• BLENDED APPROACH -
2 DAYS + E-LEARNING
• REGULAR APPROACH -
3 DAYS



MAKATI CITY

Learning Objectives

At the end of the program, participants are expected to:

- Identify and appreciate the various ITIL processes and Life Cycle phases
- Learn not only from the instructor but from your peers in the industry as well
- Learn the key benefits of these processes and integrate them into your business' IT services model
- Gain insights into the synergy between organizational IT and the overall business
- Learn concepts via an exciting and practical case studies for easy implementation in the future ITIL

Benefits

- Gain international recognition through the certification program acquired from I.T. Service Management Expert
- Improve IT services through the use of proven best practices
- Ensure the business and your customers are not affected by unaffected service failures
- Support business change at the speed your customer needs while ensuring stable and low-risk environment
- Forecast, respond to and influence the demand for your services

Target Audience

- IT Managers
- IT Consultants
- IT Support Personnel
- Key Business Users
- All personnel responsible for delivery of IT services in the Organization

Key Clients





Regular Blend vs Blended Approach

Regular Approach

e-Learning



3-day training



- ✓ Instructor-led classroom coaching
- ✓ Practice the previously learned concepts
- ✓ Explaining practical real world examples
- ✓ Additional exam help

Exam



- ✓ Exam Session

Certification



- ✓ A superior learning experience
- ✓ An improved understanding of ITIL plus a higher successful exam pass rate

Blended Approach

e-Learning



- ✓ The flexibility of e-Learning with voice over script
- ✓ Upfront prep time covering the theoretical concepts
- ✓ Mock Exam

2-day training



- ✓ Instructor-led classroom coaching
- ✓ Practice the previously learned concepts
- ✓ Explaining practical real world examples
- ✓ Additional exam help

Exam



- ✓ Exam Session

Certification



- ✓ A superior learning experience
- ✓ An improved understanding of ITIL plus a higher successful exam pass rate

Regular vs Blended - ITIL v3

Aspects	Regular	Blended
Duration	An extensive and conventional 3-day program that provides the comfort of classroom learning and full-fledged interaction with the trainer.	An intensive 2-day program with the opportunity to optimize time away from work and get the flexibility of e-learning for future review.
Investment	Learn from the best in class consultants at an optimum investment.	Achieve your ITIL Foundation Credentials at a Reduced Cost
Coverage	Cover all critical elements necessary to understand, appreciate and relate ITIL practices to workplace application and get ready for the ITIL Foundation Examination	
Approach	Practical, cohort-based, conventional and interactive with a trainer throughout.	New-age learning, online interactivity, packed Approach face-to-face session
Assurance	Highest assurance towards certification through 5+ Mock Exams, access to quick reference knowledge materials and the benefit of having certified 10,000+ ITIL professionals.	

Trainer's Profile



The Trainer is the Senior Country Manager of ECC International Malaysia. He garnered almost two decades of experience in the automotive industry before becoming a full-time consultant. His experience ranges from working in the manufacturing industry to helping a number of multinational IT / ITES companies including IBM Daksh, Accenture, Petronas, Fujitsu, Convergys, Toshiba and Rober Bosch implement various management systems and best practices – across organizational functions. He is one of the most sought after consultants and speakers in the region when it comes to areas such as Enterprise Risk Management, Six Sigma Implementation, Quality Core Tools, Balanced Scorecard Implementation, Innovative Problem Solving and Decision Making (TRIZ, Theory of Constraints, 8D,K-T), Business Process Re-engineering, Value Analysis & Engineering, and Complaints Management. He is a Mechanical Engineer and is also a diploma holder in both Business Management and in Management of Human Resources Development, both granted by Informatics Business Management School, Malaysia. He has worked in various parts of the world including the Philippines, Vietnam, Malaysia and Indonesia apart from Germany and USA. Fluent in Tagalog, English, German and Bahasa Malaysia.



Agenda

Sessions	Agenda	Regular Approach	Blended Approach
E- Learning/ Day 1	<ul style="list-style-type: none"> ITIL Overview Service Lifecycle - Overview 	Classroom	E-Learning
Day 2	<ul style="list-style-type: none"> Processes in ITIL across service life cycle Functions and roles in service management <i>Service Strategy</i> <i>Service Design</i>	Classroom	Classroom
Day 3	<ul style="list-style-type: none"> Processes in ITIL across service life cycle Functions and roles in service management Service Transition Service Operation Continual Service Improvement ITIL MOCK EXAM	Classroom	Classroom

Materials



Training Manual



Mock Exams



Quick Reference Poster (QRP)



eLearning Access (60 days)
for Blended Approach Only

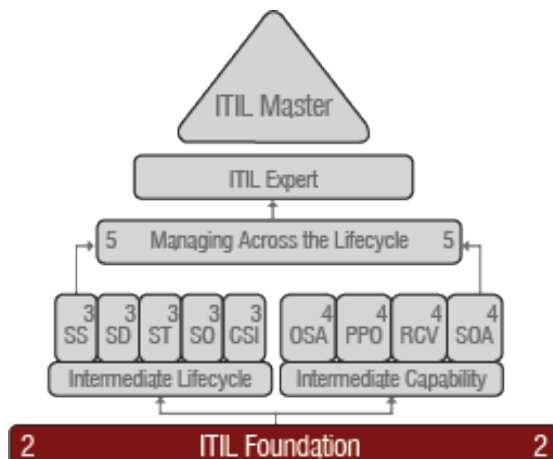


ITIL Foundation
Credentials



ITIL v3 (2011)
Refresher

ITIL Qualification Scheme



Certification/Exam Information

To achieve ITIL v3 Foundation certification, participants must comply with these requisites:

- Minimum of 75% training attendance
- Pass the multiple-choice paper exam (40 questions, 1-hour 'closed book'), which will be given after the training

About APEX Global

APeX Global (The Academy for Professional excellence) 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.


FEES STRUCTURE
Please tick the registration type applicable to you

PARTICIPATION OPTIONS	DURATION	REGULAR Registration received before April 26, 2016	EARLY BIRD Registration received on or before April 5, 2016	GROUP OF 4
ITIL V3 FOUNDATION - REGULAR APPROACH	3 (Day 1, 2 and 3)	<input type="checkbox"/> Php 45,000 + 12 % VAT	<input type="checkbox"/> Php 43,080 + 12 % VAT	<input type="checkbox"/> Php 41,982 + 12 % VAT
ITIL V3 FOUNDATION - BLENDED APPROACH	E-LEARNING+ 2 (Day 2 and 3)	<input type="checkbox"/> Php 38,500 + 12 % VAT	<input type="checkbox"/> Php 36,390 + 12 % VAT	<input type="checkbox"/> Php 35,240 + 12 % VAT

* The above rates are inclusive of ITIL Foundation Certification Exam.

* Exams should be availed within 3 months from the date of training completion

PARTICIPANT(S) PARTICULARS

	Participant 1	Participant 2	Participant 3	Participant 4
Full Name				
Designation / Department				
Contact Numbers	(O) (M)	(O) (M)	(O) (M)	(O) (M)
Email Address				
Food Preference	<input type="checkbox"/> Non-Vegetarian <input type="checkbox"/> Vegetarian <input type="checkbox"/> Diabetic <input type="checkbox"/> Others, pls. specify: _____	<input type="checkbox"/> Non-Vegetarian <input type="checkbox"/> Vegetarian <input type="checkbox"/> Diabetic <input type="checkbox"/> Others, pls. specify: _____	<input type="checkbox"/> Non-Vegetarian <input type="checkbox"/> Vegetarian <input type="checkbox"/> Diabetic <input type="checkbox"/> Others, pls. specify: _____	<input type="checkbox"/> Non-Vegetarian <input type="checkbox"/> Vegetarian <input type="checkbox"/> Diabetic <input type="checkbox"/> Others, pls. specify: _____

Total Amount: _____

To be filled by an ECCI Representative

Sales Person: _____

COMPANY DETAILS (for billing)
For organization-sponsored, invoice will be billed to the company upon confirmation of program

Company Name		LearnEx Card No.	
TIN of Company		VAT Exempt	<input type="checkbox"/> Yes <input type="checkbox"/> No
Attention Invoice to		Job Title	
Billing Address			
Contact Numbers	(O) (M)	Email Address	

PAYMENT METHODS

- ☐ **Cash**
- ☐ **Cheque** (Please make check payment payable to "ECC International Corp." and send to the address mentioned below)

- ☐ **Bank Transfer**
- Account Name : Environmental Compliance Consultants International Corp.
- Account Number : 638-3-63850569-0
- Name of Bank : Metropolitan Bank and Trust Company
- Branch Name : Rufino Branch
- Swift Code : MBTCPHMM
- Address of Bank : Ayala Avenue V.A. Rufino Makati City

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

Name of Authorizing Person : _____ Date : _____

Designation / Department : _____ Signature : _____

THIS FORM IS INVALID WITHOUT THE AUTHORIZING SIGNATURE.
Contact Information

 Philippines, Manila
 5/F A & V Crystal Tower
 105 Esteban Street., Legaspi Village
 Makati City, Philippines

 Telephone Number : +632 - 403 8668 (8 trunklines)
 Fax Number : +632 - 403 8358
 Email : training@eccigroup.com
TERMS AND CONDITIONS
ECCI CANCELLATION, POSTPONEMENT AND SUBSTITUTION POLICY:

ECCI International Corporation (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. ECCI shall assume no liability whatsoever in the event that a program is cancelled, rescheduled or postponed due to fortuitous event, Act of God, unforeseen occurrence not limited to: war, fire, labor strike, extreme weather or other emergency conditions. Please note that while speaker and topic were 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 to you whatsoever.

Cancellation of program registration should be received in writing from the participant not less than eight (8) working days prior to the commencement of the program. The registered delegate is entitled to receive 100% credit to the next scheduled program or attend any ECCI programs with equivalent monetary value. The credit must be utilized within one (1) year from the date of its issuance. Cancellation requests made in less than eight (8) working days prior to the commencement of the program will not be eligible for credit and the paid amount is forfeited in favor of ECCI.

PAYMENTS & DISCOUNTS

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. Payments made after the scheduled training date will not be eligible for any discounts offered previously and will merit a 5% late payment surcharge.

PRIVACY & DATA PROTECTION

The participant hereby grants ECCI permission to take photographs and videos during the training or event they are participating in, with the 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 confirm that my organization is sponsoring me for the program indicated in this application form.
- ☐ I have also read and accepted ECCI's terms and conditions.

Participants Signature : _____ Date : _____