



# مكتبة البنية التحتية في مجال تكنولوجيا المعلومات: دورة في أساسيات إدارة خدمات تكنولوجيا المعلومات



## مكتبة البنية التحتية في مجال تكنولوجيا المعلومات: دورة في أساسيات إدارة خدمات تكنولوجيا المعلومات

الرجوع: 1028\_2045 التاريخ: 23 - 27 Feb 2027 الموقع: دبي - Road Zayed Sheikh Marriott by Inn Residence الرسوم: 6500 Euro

### Course Overview:

The 'Infrastructure Library for Information Technology Foundation: Non-Infrastructure Library for Information Technology Training Course' is a comprehensive management course designed to empower participants with the understanding and application of the Infrastructure Library for Information Technology v4 training concepts. This training course transcends traditional IT service management approaches and covers all the components of the Infrastructure Library for Information Technology service lifecycle. It's a robust Infrastructure Library for Information Technology course that dives deep into the Infrastructure Library for Information Technology service value system and the importance of service management in the Infrastructure Library for Information Technology context. Through the course, participants will understand the benefits of Infrastructure Library for Information Technology certification and how to successfully implement Infrastructure Library for Information Technology in an organization.

### Target Audience:

- IT professionals
- Project managers
- Service managers
- Development practitioners
- IT architects
- Operations Managers
- Quality Analysts
- Process Owners
- Consultants

### Targeted Organizational Departments:

- Information Technology
- Project Management
- IT Services
- Customer Support
- Development Teams
- Quality Assurance
- Operations
- Business Process Management

## Targeted Industries:

- Information Technology •
- Telecom •
- Healthcare •
- Manufacturing •
- Financial Services •
- E-commerce •
- Education •
- Government Agencies •

## Course Offerings:

- Understanding of Infrastructure Library for Information Technology Service Lifecycle •
- Infrastructure Library for Information Technology Service Strategy Implementation •
- Principles of Infrastructure Library for Information Technology Service Management •
- Infrastructure Library for Information Technology 4 Foundation Training •
- Infrastructure Library for Information Technology Service Value System Introduction •
- How to Get Certification in Infrastructure Library for Information Technology •
- Infrastructure Library for Information Technology Certification Benefits •
- Methods to Implement Infrastructure Library for Information Technology in an Organization •
- Infrastructure Library for Information Technology Foundation Certificate in IT Service Management •
- Knowledge of Infrastructure Library for Information Technology 4 Strategic Leader Responsibilities •
- Field Service Management in Infrastructure Library for Information Technology Context •
- Infrastructure Library for Information Technology Service Management Training Methodologies •
- Understanding the Service Management Process in Infrastructure Library for Information Technology •

## Training Methodology:

This course is meticulously designed to accommodate various learning styles. It will encompass interactive sessions that promote active participation, engaging group work to foster team-building and problem-solving skills, and in-depth case studies that provide practical insights into Infrastructure Library for Information Technology service strategy and service lifecycle management. Regular feedback sessions will ensure personalized learning and cater to individual learning paces.



## Course Toolbox:

The course toolbox for 'Infrastructure Library for Information Technology Foundation: Non Infrastructure Library for Information Technology Training Course' will include:

- Infrastructure Library for Information Technology Foundation Training Course Workbook
- Infrastructure Library for Information Technology Service Strategy Templates
- Infrastructure Library for Information Technology V4 Interactive Learning Software
- Case Studies and Real-world Examples
- Infrastructure Library for Information Technology Service Lifecycle Process Map
- Reading Materials on Infrastructure Library for Information Technology Service Value System
- Online resources and references
- IT Service Management Tools Overview
- Checklist for Infrastructure Library for Information Technology Implementation

## Course Agenda:

### Day 1: Introduction to Infrastructure Library for Information Technology

- Topic 1: Introduction to IT Service Management
- Topic 2: Basics of Infrastructure Library for Information Technology Foundation
- Topic 3: Overview of Infrastructure Library for Information Technology Service Lifecycle
- Reflection & Review: Recap of the day's learning and open discussion on IT service management

### Day 2: Infrastructure Library for Information Technology Service Strategy and Design

- Topic 1: Understanding Infrastructure Library for Information Technology Service Strategy
- Topic 2: Principles of Infrastructure Library for Information Technology Service Design
- Topic 3: Case Study on Infrastructure Library for Information Technology Service Strategy Implementation
- Reflection & Review: Interactive session on Infrastructure Library for Information Technology service strategy and design

### Day 3: Infrastructure Library for Information Technology Service Transition and Operation

- Topic 1: Infrastructure Library for Information Technology Service Transition Processes
- Topic 2: Fundamentals of Infrastructure Library for Information Technology Service Operation
- Topic 3: Group Work on Infrastructure Library for Information Technology Service Transition Case Study
- Reflection & Review: Reflecting on the importance of transition and operation in the Infrastructure Library for Information Technology service lifecycle

## Day 4: Infrastructure Library for Information Technology Service Value System and Infrastructure Library for Information Technology 4 Foundation

- Topic 1: In-depth look at Infrastructure Library for Information Technology Service Value System •
- Topic 2: Transition to Infrastructure Library for Information Technology 4 Foundation •
- Topic 3: Role of an Infrastructure Library for Information Technology 4 Strategic Leader •
- Reflection & Review: Open discussion on the significance and benefits of Infrastructure Library for Information Technology service value system and Infrastructure Library for Information Technology 4 Foundation •

## Day 5: Preparation and Implementation of Infrastructure Library for Information Technology

- Topic 1: Infrastructure Library for Information Technology Tips and Practice •
- Topic 2: How to Implement Infrastructure Library for Information Technology in an Organization •
- Topic 3: Benefits and Impact of Infrastructure Library for Information Technology •
- Reflection & Review: Recap of the course and an interactive Q&A session •

## How This Course is Different from Other Infrastructure Library for Information Technology Foundation Training Courses:

Our 'Infrastructure Library for Information Technology Foundation: Non-Infrastructure Library for Information Technology Training Course' stands out for its in-depth, comprehensive coverage of Infrastructure Library for Information Technology v4 training. Unlike typical management courses, this course focuses not just on the theory, but also on the practical application of Infrastructure Library for Information Technology service management training. The course bridges the gap between Infrastructure Library for Information Technology theory and practice by focusing on real-world IT service management issues and solutions. Emphasis is placed on understanding the Infrastructure Library for Information Technology service value system, the service management process, and how to implement Infrastructure Library for Information Technology in an organization effectively.



## فئات الدورات التدريبية



HR TRAINING & DEVELOPMENT

دورات إدارة و تطوير الموارد البشرية



دورات إدارة و تحليل البيانات ودورات علم البيانات



دورات إدارة الجودة وتطوير العمليات



الدورات التدريبية في مجال البيئة والاستدامة



دورات التسويق وإدارة علاقات العملاء وإدارة المبيعات



دورات التدريب القانوني والمشتريات والتعاقدات



دورات الاتصال الجماهيري و السياسات والعلاقات العامة



دورات النظم السبراني ودورات تقنية المعلومات



دورات الصيانة ودورات المجالات الهندسية المتنوعة



دورات الصحة والسلامة والأمن المهني



دورات السكرتارية و إدارة المكاتب



دورات الحوكمة وإدارة المخاطر والامتثال



## فئات الدورات التدريبية



دورات معتمدة بشهادة CPD



دورات في مجالات القيادة والإدارة



دورات المهارات الشخصية وتطوير الذات



دورات المحاسبة و التمويل و دورات الإدارة  
الهائية



دورات مكتب إدارة المشاريع وإدارة المشاريع  
الرشيقة



دورات معتمدة من قبل هيئات دولية

## مدن التدريب



اسطنبول - تركيا



أمستردام - هولندا



أنقرة - تركيا



أثينا - اليونان



الرياض - المملكة العربية السعودية



الدوحة - قطر



الدار البيضاء - المغرب



الجبيل - المملكة العربية السعودية



باريس - فرنسا



المنامة - مملكة البحرين



الكويت - الكويت



القاهرة - مصر



براغ - جمهورية التشيك



بانكوك - تايلاند



بالي - جمهورية إندونيسيا



باكو - أذربيجان

## مدن التدريب



جاكرتا - جمهورية اندونيسيا



تيليسي - جورجيا



بوكيت - تايلاند



برشلونة - اسبانيا



روما - ايطاليا



دبي - الامارات العربية المتحدة



جوهانسبرغ - جنوب افريقيا



جنيف - سويسرا



شرم الشيخ - مصر



سيول - كوريا الجنوبية



سان دييغو - الولايات المتحدة  
الامريكية



زنبار - تنزانيا



طوكيو - اليابان



طشقند - اوزبكستان



طرابزون - تركيا



شيكاغو - الولايات المتحدة  
الامريكية

## مدن التدريب



كوالالمبور - ماليزيا



فيينا - النمسا



عن بعد - منصة زووم



عمان - المملكة الأردنية الهاشمية



ماربيا - اسبانيا



لندن - المملكة المتحدة



لانكاوي - ماليزيا



كيب تاون - جنوب إفريقيا



ميلان - إيطاليا



مونترنو - سويسرا



مسقط - سلطنة عمان



مدريد - إسبانيا



نيس - فرنسا



نيروبي - كينيا



ميونخ - ألمانيا

# WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

## OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

## OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

## WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.



**AGILE LEADERS**  
Training Center

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