



# دورة تدريبية متقدمة في إدارة خدمات مكتبة البنية التحتية في مجال تكنولوجيا المعلومات



**AGILE LEADERS**  
Training Center

05 - 09 Jan 2027  
عن بعد



## دورة تدريبية متقدمة في إدارة خدمات وكتبة البنية التحتية في مجال تكنولوجيا المعلومات

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### Overview:

This unique management course offers comprehensive training in the Infrastructure Library for Information Technology service strategy and lifecycle management. As one of the most interactive Infrastructure Library for Information Technology courses, the 'Infrastructure Library for Information Technology Service Management Training Course: Non-Infrastructure Library for Information Technology Certification' dives into the complex world of service management, providing insights into the Infrastructure Library for Information Technology service value system and field service management. Participants will engage in a thorough exploration of the Infrastructure Library for Information Technology service management process, unveiling how to implement an Infrastructure Library for Information Technology in an organization effectively. This course serves as foundational training, aligning participants with Infrastructure Library for Information Technology v4 training, and gearing them towards an Infrastructure Library for Information Technology foundation certificate in IT service management. Participants will grasp the tangible Infrastructure Library for Information Technology certification benefits, equipping them with the necessary skills to become Infrastructure Library for Information Technology 4 strategic leaders.

### Target Audience:

- IT Service Managers
- IT Consultants
- IT Project Managers
- IT Directors
- CIOs
- Service Strategy Managers
- Business Analysts
- Operations Managers
- Quality Assurance Professionals

### Targeted Organizational Departments:

- IT Services
- IT Management
- Service Strategy
- IT Consultation
- Project Management
- Operations
- Quality Assurance
- IT Infrastructure

## Targeted Industries:

- IT and Software Services •
- Consulting Firms •
- Finance and Banking •
- Telecommunications •
- Healthcare IT •
- Government IT •
- Manufacturing IT •

## Course Offerings:

By the end of this course, participants will be able to:

- Understand the key principles and concepts of Infrastructure Library for Information Technology service management. •
- Effectively apply the Infrastructure Library for Information Technology service lifecycle process in their respective organizations. •
- Leverage the Infrastructure Library for Information Technology service value system for improved IT service management. •
- Prepare for the Infrastructure Library for Information Technology Foundation Certificate in IT Service Management. •
- Understand how to implement an Infrastructure Library for Information Technology in an organization. •
- Recognize the benefits of Infrastructure Library for Information Technology certification for their career and organization. •
- Embrace the role of an Infrastructure Library for Information Technology 4 strategic leader. •
- Gain practical insights into field service management. •

## Training Methodology:

This course offers a rich learning experience through various methodologies that engage and challenge participants. Through interactive sessions, participants will delve into real-life case studies, examining the nuances of successful and unsuccessful Infrastructure Libraries for Information Technology implementations. Group work promotes the sharing of diverse perspectives and enhances problem-solving skills. Participants will gain hands-on experience through simulated exercises, equipping them to implement the Infrastructure Library for Information Technology in their organizations effectively. Regular feedback sessions are part of the training course, reinforcing the learning outcomes and facilitating continuous improvement. The course aligns with the latest Infrastructure Library for Information Technology v4 training framework and prepares participants for an Infrastructure Library for Information Technology Foundation Certificate in IT Service Management.



## Course Toolbox:

Participants will have access to a wide range of materials, tools, and resources to supplement their learning:

- Infrastructure Library for Information Technology service strategy and Service Lifecycle Management
  - Workbooks
- Infrastructure Library for Information Technology v4 digital learning resources
- Access to Infrastructure Library for Information Technology Service Management simulation software
- Checklists and templates for Infrastructure Library for Information Technology service management process implementation
- Recommended reading list on Infrastructure Library for Information Technology service value system and Infrastructure Library for Information Technology service management
  - Tools for implementing Infrastructure Library for Information Technology in an organization
- Study materials for the Infrastructure Library for Information Technology 4 Strategic Leader module
- Infrastructure Library for Information Technology Foundation training course resources

## Course Agenda:

### Day 1: Introduction to Infrastructure Library for Information Technology and IT Service Management

- Topic 1: Overview of Infrastructure Library for Information Technology and the significance of IT service management
- Topic 2: Insights into the Infrastructure Library for Information Technology service lifecycle and its stages
  - Reflection & Review: Recap of the day's learning and feedback session

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

- Topic 3: Exploring the Infrastructure Library for Information Technology service strategy and its components
- Topic 4: Learning about Infrastructure Library for Information Technology service design and its principles
  - Reflection & Review: Group discussions on service strategy and design

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

- Topic 5: Understanding Infrastructure Library for Information Technology service transition and its processes
- Topic 6: Delving into the world of Infrastructure Library for Information Technology service operation
  - Reflection & Review: Case studies on service transition and operation

## Day 4: Infrastructure Library for Information Technology Service Improvement and Infrastructure Library for Information Technology 4 Strategic Leader

- Topic 7: The role of continual service improvement in Infrastructure Library for Information Technology
- Topic 8: Role of an Infrastructure Library for Information Technology 4 strategic leader
- Reflection & Review: Interactive review of continual service improvement and leadership in Infrastructure Library for Information Technology

## Day 5: Infrastructure Library for Information Technology Certification and Implementing Infrastructure Library for Information Technology in an Organization

- Topic 9: Preparing for the Infrastructure Library for Information Technology Foundation Certificate in IT Service Management
- Topic 10: Practical approaches to implement Infrastructure Library for Information Technology in an organization
- Reflection & Review: Final reflections and course feedback

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

Unlike other Infrastructure Library for Information Technology courses, the 'Infrastructure Library for Information Technology Service Management Training Course: Non-Infrastructure Library for Information Technology Certification' integrates a comprehensive exploration of Infrastructure Library for Information Technology's service management with an emphasis on non-certified Infrastructure Library for Information Technology training, providing a unique learning experience. It focuses on real-world applicability, preparing participants to implement the lessons in their organizations. The course also gives prominence to the Infrastructure Library for Information Technology 4 Strategic Leader, offering insights into the transformational role that leaders can play in IT service management.



## 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



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## فئات الدورات التدريبية



دورات معتمدة من قبل هيئات دولية



دورات في مجالات القيادة والإدارة



دورات المهارات الشخصية وتطوير الذات



دورات المحاسبة و التمويل و دورات الإدارة  
المالية



دورات مكتب إدارة المشاريع وإدارة المشاريع  
الرشيقية

## مدن التدريب



أمستردام - هولندا



أكرا - غانا



أثينا - اليونان



أبوظبي - الإمارات العربية المتحدة



الدوحة - قطر



الدار البيضاء - المغرب



الجبيل - المملكة العربية السعودية



استنبول - تركيا



المنامة - مملكة البحرين



الكويت - الكويت



القاهرة - مصر



الرياض - المملكة العربية السعودية



بانكوك - تايلند



بالي - جمهورية إندونيسيا



بأكو - أذربيجان



باريس - فرنسا

## مدن التدريب



بورنو - البرتغال



برلين - ألمانيا



برشلونة - إسبانيا



براغ - جمهورية التشيك



جنيف - سويسرا



جاكرتا - جمهورية إندونيسيا



تيليسي - جورجيا



بوكيت - تايلاند



زنجبار - تنزانيا



روما - إيطاليا



دبي - الإمارات العربية المتحدة



جوهانسبرغ - جنوب إفريقيا



شهر الشيخ - مصر



سيول - كوريا الجنوبية



سنغافورة - سنغافورة



سان دييغو - الولايات المتحدة الأمريكية

## مدن التدريب



طوكيو - اليابان



طشقند - أوزبكستان



طرابزون - تركيا



شيكاغو - الولايات المتحدة  
الأمريكية



فيينا - النمسا



فرانكفورت - ألمانيا



عن بعد - منصة زوم



عمان - المملكة الأردنية الهاشمية



لندن - المملكة المتحدة



لانكاوي - ماليزيا



كيب تاون - جنوب إفريقيا



كوالالمبور - ماليزيا



مونترنو - سويسرا



مسقط - سلطنة عمان



مدريد - إسبانيا



ماربيا - إسبانيا

## مدن التدريب



نيس - فرنسا



نيروبي - كينيا



ميونخ - ألمانيا



ميلان - إيطاليا

# 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.



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