



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



**AGILE LEADERS**  
Training Center

09 - 13 Nov 2026

فيينا

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

المرجع: 1028\_79309 التاريخ: 09 - 13 Nov 2026 الموقع: فيينا الرسوم: Euro 5700

### 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

|                                                    |                                                     |
|----------------------------------------------------|-----------------------------------------------------|
| الدورات التدريبية في مجال البيئة والاستدامة        | دورات إدارة الجودة وتطوير العمليات                  |
| دورات إدارة و تحليل البيانات ودورات علم البيانات   | دورات إدارة و تطوير الموارد البشرية                 |
| دورات الذهن السيرياني ودورات تقنية المعلومات       | دورات الاتصال الجماهيري و السياسات والعلاقات العامة |
| دورات التدريب القانوني والهشتريات والتعاقدات       | دورات التسويق وإدارة علاقات العملاء وإدارة المبيعات |
| دورات الحوكمة وإدارة المخاطر والامتثال             | دورات السكرتارية و إدارة المكاتب                    |
| دورات الصحة والسلامة والذهن المهني                 | دورات الصيانة ودورات المجالات الهندسية المتنوعة     |
| دورات المحاسبة و التهويل و دورات الإدارة المالية   | دورات المهارات الشخصية وتطوير الذات                 |
| دورات في مجالات القيادة والإدارة                   | دورات معتمدة من قبل هيئات دولية                     |
| دورات مكتب إدارة المشاريع وإدارة المشاريع الرشيقية |                                                     |



## معدن التدريب

|                                      |                                         |                                    |
|--------------------------------------|-----------------------------------------|------------------------------------|
| أكر<br>غانا                          | أثينا<br>اليونان                        | أبوظبي<br>الإمارات العربية المتحدة |
| الجبيل<br>المملكة العربية السعودية   | استنبول<br>تركيا                        | أهستردام<br>هولندا                 |
| الرياض<br>المملكة العربية السعودية   | الدوحة<br>قطر                           | الدار البيضاء<br>المغرب            |
| المنامة<br>مملكة البحرين             | الكويت<br>الكويت                        | القاهرة<br>مصر                     |
| بانكوك<br>تايلند                     | باكو<br>أذربيجان                        | باريس<br>فرنسا                     |
| برلين<br>ألمانيا                     | برشلونة<br>إسبانيا                      | براغ<br>جمهورية التشيك             |
| تيليسي<br>جورجيا                     | بوكيت<br>تايلاند                        | بورتو<br>البرتغال                  |
| جنيف<br>سويسرا                       | جاكارتا<br>جمهورية إندونيسيا            | تورنتو<br>كندا                     |
| روما<br>إيطاليا                      | حلي<br>الإمارات العربية المتحدة         | جوهانسبرغ<br>جنوب أفريقيا          |
| سنغافورة<br>سنغافورة                 | سان دييغو<br>الولايات المتحدة الأمريكية | زنجان<br>تنزانيا                   |
| شيكاغو<br>الولايات المتحدة الأمريكية | شرم الشيخ<br>مصر                        | سيول<br>كوريا الجنوبية             |
| طوكيو<br>اليابان                     | طشقند<br>أوزبكستان                      | طرابزون<br>تركيا                   |
| فرانكفورت<br>ألمانيا                 | عن بعد<br>منصة زووم                     | عمان<br>المملكة الأردنية الهاشمية  |

## مدن التدريب

|                          |                                       |                    |
|--------------------------|---------------------------------------|--------------------|
| كيب تاون<br>جنوب افريقيا | كوالالمبور<br>ماليزيا                 | فيينا<br>النمسا    |
| لندن<br>المملكة المتحدة  | لشبونة<br>البرتغال                    | لانكاوي<br>ماليزيا |
| مسقط<br>سلطنة عمان       | هدريد<br>اسبانيا                      | ماربيا<br>اسبانيا  |
| ميونخ<br>ألمانيا         | ميلان<br>إيطاليا                      | مونترو<br>سويسرا   |
|                          | نيويورك<br>الولايات المتحدة الأمريكية | نيروبي<br>كينيا    |