ITIL™®

RolaSoft Technologies. Limited

Certificate in Information Technology Infrastructure Library

Become a job-ready ITIL in 8 weeks!

Benefits of Studying with RolaSoft

☑ **Industry-Relevant Curriculum**

Stay ahead with a syllabus designed by industry experts, focused on real-world applications of itil.

☑ **Hands-On Training**

Learn by doing — build real-time projects, and gain practical experience.

☑ **Experienced Instructors**

Gain insights from certified professionals and senior software engineers with years of teaching and industry experience.

☑ **Flexible Learning Modes**

Choose between: **Online**, **Offline (at our center)**, or **Hybrid Classes**

Benefits of Studying with RolaSoft

☑ **Mini & Major Projects**

Work on individual and group projects to strengthen your portfolio and impress future employers.

☑ **Certification Upon Completion**

Earn a **Diploma Certificate** from **RolaSoft Technologies**, recognized by IT recruiters and employers.

☑ **Small Batch Size**

Personalized attention and better interaction in small groups for an enhanced learning experience.

☑ **Affordable Fees & Installment Plans**

Top-tier training at a reasonable cost, with flexible payment options.

☑ **Career-Oriented Skills You'll Gain at RolaSoft Technologies**

RolaSoft ensures you're job-ready with the right tech stack and practical knowledge.

Certificate in ITIL Course Details

☑ **Duration**

Eight (8) Weeks

☑ **Schedule**

Weekdays / Weekends

☑ **Learning Modes**

Online, Offline (at our center), or Hybrid Classes

☑ **Start Date**

New batches start every month — enroll now!

☑ **Eligibility**

No prior experience required

Certificate in ITIL Course Curriculum

Week 1: Introduction to ITIL & IT Service Management (ITSM)

- ☑ Overview of ITIL 4 framework

- ☑ IT Service Management (ITSM) concepts and benefits

- ☑ Understanding ITIL guiding principles

- ☑ Service value system (SVS) and value chain

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Week 2: ITIL Service Lifecycle & Key Practices

☑ ITIL Service Lifecycle stages (Service Strategy, Service Design, Service Transition, Service Operation, CSI)

☑ Overview of ITIL 4 practices (General, Service, Technical)

☑ Introduction to ITIL certification paths

☑ Case studies of ITIL implementations

Week 3: ITIL 4 Key Concepts & Service Value Chain

☑ Understanding demand and value creation

☑ Service relationship model

☑ Applying ITIL's seven guiding principles in real scenarios

☑ Service Value Chain (SVC) components and workflows

Week 4: Service Strategy & Demand Management

☑ Understanding business value of IT services

☑ Demand and capacity management

☑ IT financial management and ROI calculations

☑ Defining and managing service portfolios

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Week 5: Service Design & Change Enablement | Service Transition & IT Asset Management

- ☑ Service catalog management and SLAs

- ☑ Risk management in ITIL service design

- ☑ Change enablement and impact assessment

- ☑ Design thinking in IT service management

- ☑ Key principles of service transition

- ☑ Configuration management and asset tracking

- ☑ Managing releases and deployments & Ensuring knowledge transfer in IT operations

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Week 6: Service Operations & Incident Management

- ☑ Incident management and root cause analysis

- ☑ Problem management techniques

- ☑ Event management and monitoring

- ☑ Service desk functions and automation

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Week 7: Continual Service Improvement (CSI) | ITIL & Agile/DevOps Integration

- ☑ Importance of continuous improvement in ITIL

- ☑ Metrics and performance measurement in ITIL

- ☑ ITIL maturity model and self-assessment

- ☑ Using feedback loops for service enhancement

- ☑ Aligning ITIL with Agile and DevOps practices

- ☑ ITIL's role in CI/CD pipelines | Collaboration between ITIL, Scrum, and Lean IT

- ☑ Automating ITIL processes with DevOps tools

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Week 8: ITIL Governance, Risk & Compliance (GRC)

- ☑ ITIL governance structure and policies

- ☑ Managing risk in IT service delivery

- ☑ Compliance with industry standards (ISO 20000, COBIT)

- ☑ Business continuity and disaster recovery planning

Final Capstone Project (End of 8 Weeks)

Students will complete a project and examination:

☑ Case study: Implementing ITIL in an organization (Capstone Project)

ITIL Software

☑ **Certifications Covered (Optional):** ITIL 4 Foundation, ITIL 4 Managing Professional (MP)

☑ **Tools:** ITSM Tools (ServiceNow, BMC Remedy, Jira Service Management)

Rolasoft Technologies – Services Offered

☑ **SOFTWARE DEVELOPMENT COMPANY**
(MOBILE APPLICATION, WEB APPLICATION, DESKTOP APPLICATION, CUSTOMIZED APPLICATION, E-COMMERCE WEBSITE)

☑ **PROFESSIONAL COMPUTER AND IT EDUCATION**
(TOP-UP PROGRAMS, DIPLOMA PROGRAMS, CERTIFICATE PROGRAMS, TECH @ SCHOOL, CORPORATE PROGRAMS, SIWES PROGRAMS, CUSTOMIZED PROGRAMS)

☑ **DIGITAL ADVERTISING AND BUSINESS BRANDING**
(SOCIAL MEDIA MARKETING, EMAIL MARKETING, CONTENT MARKETING, WEBSITE SEO, BRANDED CLOTHING, STICKERS AND TAG, CUSTOM BRANDING, AND MANY MORE)

☑ **INTERNATIONAL UNIVERSITY ADMISSION PROCESSING**
(AMERICA, UK, CANADA, EUROPE, AFRICA, AND MANY MORE)

Contact & Registration

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💡 **Enroll Today & Start Your ITIL Journey!**

Shape your future with ITIL.