DELPHI

Delphi Star Training Center

Information Technology Infrastructure Library

Dubai I Abu Dhabi I Sharjah I Muscat I Bahrain I Saudi I Qatar I India

Head office- Dubai

Covered Today

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About Us

Delphi has been established by qualified professionals to accomplish the growing needs of professionals by enhancing their job productivity in MENA region & India. The Institute is approved by the Knowledge and Human Development Authority (KHDA), Dubai, UAE. Delphi is also an approved training center by the professional accounting body, IMA (USA).

We are also an ISO 9001:2015 certified company.

SILVER LEARNING PARTNER ACCA

PECB

KHDA
هيئة المعرفة والتنمية البشرية
Knowledge and Human Development Authority

ISO 9001 2015 CERTIFIED

ima®   The Association of Accountants and Financial Professionals in Business

WILEY APPROVED PROVIDER

VISION

Rigorous training and Knowledge Dissemination. Equipping the students with development of critical skills to face the challenges of the complex global society.
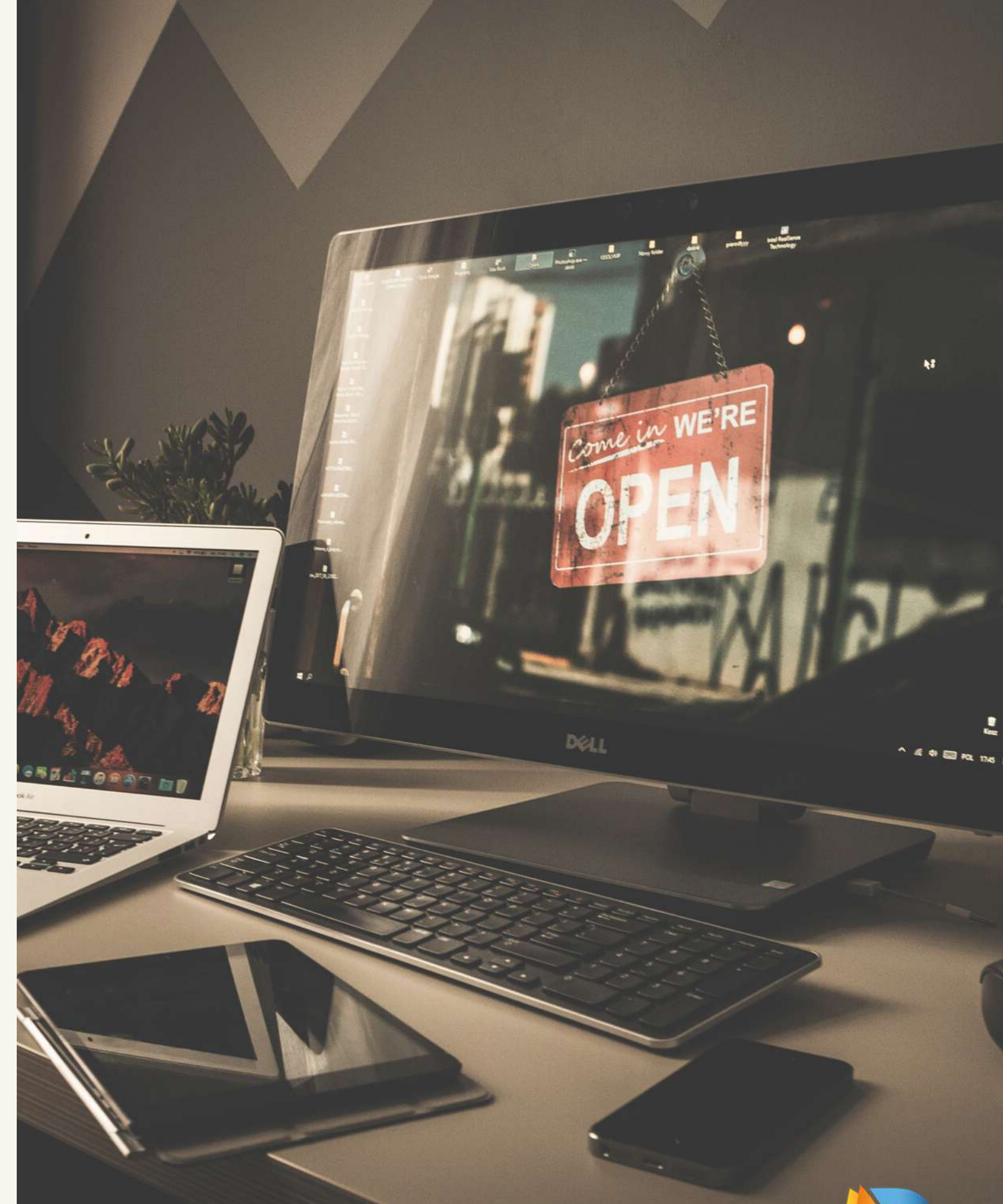
MISSION

Providing high quality training and support services to our students and corporate clients. Providing access to national and international professors/trainers who create master minds and transform learning.

Information Technology Infrastructure Library

ITIL) is the world's most widely used IT Service Management framework. ITIL gives direction to an organisation and people to utilize IT as a tool to encourage business change, transformation and growth. The goal is to improve efficiency and achieve predictable service levels. The objective is to enhance performance and accomplish certain service levels. The key factor for ITIL success is vendor neutrality, Best practices and easy to understand framework. ITIL has been owned by AXELOS, a joint venture between the HM Cabinet Office and Capita Plc.

Information Technology can solve almost any problem.

GEORGE LOIS

BENEFITS OF THIS CERTIFICATION

ENGAGING

Professionals will gain a systematic and professionally valued approach to best practice methodology

INCREASE PRODUCTIVITY

It teaches you the best practices on how to increase the business productivity effectively

VALUABLE

It serves to identify and concentrate on highest value activities to serve the organisation.

OPTIMIZABLE

It improves employment prospects with good package

ITIL lifecycle consists of 5 different levels:

01   ITIL Service Strategy

02   ITIL Service Design

03   ITIL Service Transition

04   ITIL Service Operation

05   ITIL Continual Service Improvement

Career benefits of ITIL Foundation Certification

- Elevate your Professional Standards by earning an ITIL Certification.

- Have an edge over your peers and un-certified counterparts with your experience in ITIL Methodology.

- Improve Your Efficiency and Effectiveness at work as you ascertain how to implement ITIL Tools and its Techniques.

- Get known for your expertise by your Peers both inside and outdoors the Organization.

- Learn a Common Language for ITSM, which helps in having better Communication across the Hierarchy.

WHAT ASPIRANTS WILL LEARN?

Candidates can expect to gain knowledge and understanding in the following upon successful completion of the Education and Examination components related to ITIL Certification.

- Service Management as a Practice

- Selected Processes

- The ITIL Service Life-cycle

- Selected Functions

- Generic Concepts and Definitions

- Selected Roles

- Key Principles and Models

- Technology and Architecture

ITIL 2011 foundation exam is available in both on-line and paper-based exams format. ITIL examinations have been translated into a variety of languages. For both the formats, the exam structure is

01 Multiple choice Questions

02 40 questions per paper

03 26 marks required to pass (out of 40 available) - 65%

04 60 minutes duration

ITIL Exam

WHY DELPHI?

PREMIER INSTITUTE AND TRAINING PROVIDER

Authorized Course Provider

TRAINING WITH PRACTICAL APPROACH,

Access to Delphi, Learning Management System (LMS)

PROGRESS TRACKING AND REGULAR ASSESSMENTS

Highly qualified ITIL trainers with core Industry experience spanning multiple countries

TRAINING HIGHLIGHTS

CLASSROOM TRAINING

22 to 24 Hours of Exhaustive Classroom Training by Experienced Professionals

ONLINE LIVE TRAINING

22 to 24 Hours of Live Virtual Training by Experienced Professionals

ASSIGNMENTS & CASES

Work on Real Time cases from different Domains.

STUDY MATERIALS

Hard Copy or soft Copy of Course Materials

Reviews

P.GERELDINO

Very informative training, Trainer Rupinder shown knowledge and knows what he is discussing.

MR. DIAA AL QATAWNEH

Good Training Institute, friendly Staff and Professional Instructor

Corporates We Have Trained

Government of Sharjah
حكومة الشارقة

هيئة كهرباء ومياه دبي
Dubai Electricity & Water Authority

FedEx®

بنك الإمارات دبي الوطني
Emirates NBD

الإمارات الإسلامي
EMIRATES ISLAMIC

Unilever

STC
الاتصالات السعودية

بنك الخليج الأول
FGB

NOOR BANK

بنك أبوظبي التجاري
ADCB

KOJAK GROUP

مجموعة السركال
AL SERKAL GROUP

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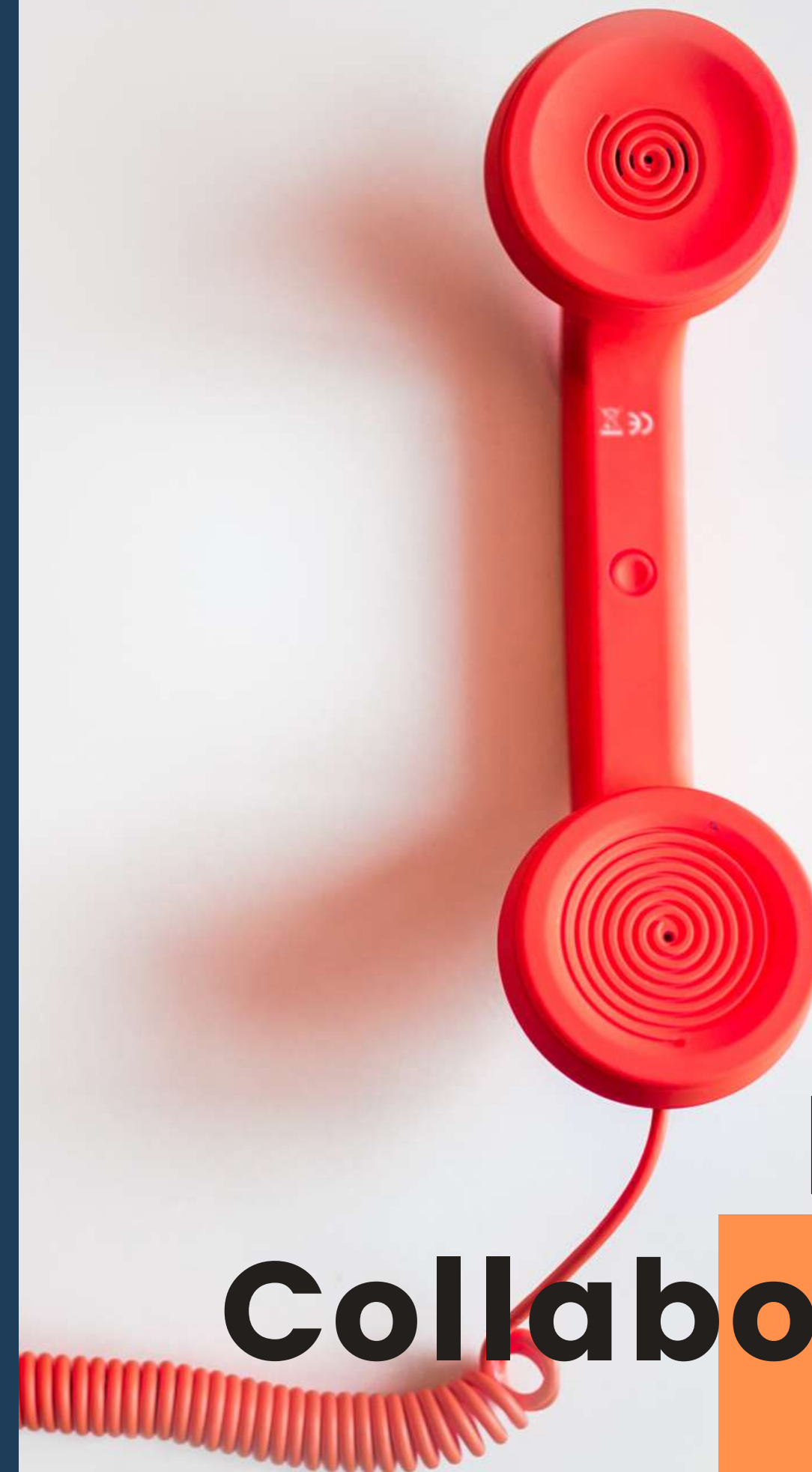
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Let's
Collaborate