



# Training Catalogue

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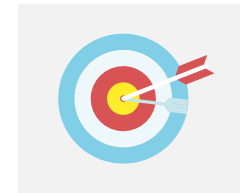
# Mission & Value

We help you align your people with your most critical organizational goals, enabling transformational change through our impactful trainings.



## Our Mission:

Learning Curve's mission is to develop individuals & organizations through knowledge sharing and improving competence



## Our Vision:

To be the most preferred Training & Consultancy organization to bring transformation in the industry



# Our Trainings



# ITIL 4 FOUNDATION

This Exam preparation course will prepare participants to pass ITIL 4 Foundation Certification exam which is the most widely accepted ITSM framework and helps IT professionals to realize business change, digital transformation and growth.



Understand the key elements of Four Dimensions model



ITIL Service Value System & Service Value Chain Components



Learn the key ITIL Management Practices



Analyze the ITIL Guiding Principles



Tips & Tricks to pass the ITIL certification exam with Mock exams



# ITIL 4

## CREATE, DELIVER & SUPPORT

This Exam preparation course will prepare participants to pass ITIL 4 CDS Certification exam. This module covers the Core service management activities and expands the current scope of ITIL to cover the creation of services and integration of different value streams, activities, supporting practices & tools.



Learn the concepts related to organizational structure, team capabilities, roles, and culture across the ITIL SVS



Discover how ITIL practices contribute to creation, delivery, and support across the SVS and value streams



Understand the value of positive communication & principles



Discover how to prioritize, structure, and coordinate work and activities



Tips & Tricks to pass the ITIL certification exam with Mock exams

## ITIL 4

# DRIVE STAKEHOLDER VALUE

This Exam preparation course will prepare participants to pass ITIL 4 DSV Certification exam. This module covers the interaction between a service provider and their customers, users and suppliers. It focuses on the conversion of demand into value via IT enabled services.



Learn how customer journeys are designed



Understand how to shape demand and define service offerings



Learn how to align expectations and agree upon details of service



Know how to onboard and off-board customers and users



Focus to ensure continual value co-creation (service consumption/provisioning)



Understand how to realize and validate service value



# ITIL 4

## HIGH VELOCITY IT

This Exam preparation course will prepare participants to pass ITIL 4 HVIT Certification exam. This Training will help you understand how the digital enterprises and operating models focus on rapid delivery of their products and services while performing in a high velocity environment to gain the maximum value.



Learn the concepts of high-velocity nature of modern digital enterprises



Examines the 'Digital Product Lifecycle' using the ITIL "Operating Model"



Learn HVIT approaches that contribute towards achieving value



Focus on techniques used for achieving "Assured Conformance"



Understand the HVIT techniques to ensure value co-creation



Tips & Tricks to pass the ITIL certification exam with Mock exams

# ITIL 4

## DIRECT, PLAN & IMPROVE

This Exam preparation course will prepare participants to pass ITIL 4 DPI Certification exam. This course is the universal module for both, ITIL 4 Managing Professional and ITIL 4 Strategic Leader streams. The module provides individuals with the practical skills necessary to create a “Learning and improving” IT organization, with an effective strategic direction.



Learn the scope of Direction & Planning and how to use key methods of planning



Understand role of governance, risk, & compliance (GRC) & integrate with service value system



Discover how to use the key principles of “Organizational Change Management”



Learn methods of measurement and reporting in Directing, Planning, and Improvement



Learn how to direct, plan, and improve value streams and practices



Tips & Tricks to pass the ITIL certification exam with Mock exams



# ITIL 4 MANAGING PROFESSIONAL TRANSITION

ITIL 4 Managing Professional transition module is designed to allow ITIL v3 candidates who have already invested to easily transition across to ITIL 4. They can gain the designation of ITIL 4 Managing Professional via one course and one exam. Candidates must be at Expert level or have a minimum of 17 v3 credits.



- ▶ Key concepts of 4 dimension, SVS & SVC, ITIL Guiding Principles, ITIL 4 practices.
- ▶ Learn organizational structure, team capabilities, roles, and culture across the ITIL SVS
- ▶ How ITIL practices contribute to create, deliver and support across the SVS
- ▶ Discover how to nurture stakeholder relationships and co-create quality services
- ▶ Learn how to shape demand and define service offerings through customer journey
- ▶ Understand the 'Digital Product Lifecycle' using the ITIL "Operating Model"
- ▶ Learn the scope of Direction & Planning with GRC role by using OCM principles
- ▶ Tips & Tricks to pass the ITIL certification exam with Mock exams

# ITIL 4 DIGITAL & IT STRATEGY

This Exam preparation course will prepare participants to pass ITIL 4 DITS Certification exam. This training course will help you craft a digital vision and shape IT and business strategies, that can tackle digital disruption and drive success.



Learn how to craft a digital vision and IT strategy and gain a deeper understanding of the evolving landscape of emerging technologies



Learn how digital strategy affects the various aspects of the business and how it can drive innovation and growth



Learn to implement strategies effectively across the service value chain and leverage ITIL 4 practices for strategic success



Acquire the skills needed to identify and manage risks and opportunities inherent in operating in volatile, uncertain, complex, and ambiguous (VUCA) environments



Tips & Tricks to pass the ITIL certification exam with Mock exams

# Prince2 FOUNDATION

This Exam preparation course will prepare participants to pass PRINCE2 Foundation Certification exam which is the most widely accepted project Management methodology and provides business with a flexible approach for the management of their projects.



Learn PRINCE2's principles, processes and themes and how they contribute to the effective control of a project



Understand the value of using PRINCE2 at the team, project and senior management level



Learn how to effectively apply PRINCE2 practices



Tips & Tricks to pass the PRINCE2 certification exam with Mock exams

# Prince2

## PRACTITIONER

This Exam preparation course will prepare participants to pass PRINCE2 Practitioner Certification exam which is the most widely accepted project Management methodology and provides business with a flexible approach for the management of their projects and confirm whether participants have achieved sufficient understanding of how to apply and tailor PRINCE2 in a project situation.



Understand the relationships between the roles, management products, principles, themes, techniques and processes



Be able to apply the principles, themes and processes to a project



Be able to create and assess management products.



Tips & Tricks to pass the PRINCE2 certification exam with Mock exams

# General Management

## Architecture Management

The purpose of the architecture management practice is to deliver an understanding of each component that makes up an organisation and how those elements connect. It provides the values, standards, and tools that enable an organisation to manage complex change in a structured and Agile way.

## Continual Improvement

The purpose of the continual improvement practice is to align the organisation's practices and services with the evolving needs of the organisation, through ongoing development of these areas. There are several techniques available when implementing Continual Improvement practices.

# General Management

## Information Security Management

The purpose of the information security management practice is to safeguard the data needed by the organisation to support daily function.

## Knowledge Management

The purpose of the knowledge management practice is to maintain and improve the effective, efficient, and convenient use of information and knowledge across the organisation.

# General Management

## Measurement and Reporting

The purpose of the measurement and reporting practice is informing decision making and promote continual improvement by providing valuable, actionable insights. Data owned by an organisation can be measured, analysed and reported on to provide quantifiable information in a relevant context.

## Portfolio Management

The purpose of the portfolio management practice is to ensure that the organisation has the appropriate programmes, projects, products, services, or other assets needed to effectively operate day to day functions within the context of individual restraints.

# General Management

## Organisational Change Management

The purpose of the organisational change management practice is to reduce resistance and help guide changes, in a manner that negates harmful impacts and provides adequate resource to support the change.

## Project Management

The purpose of the project management practice is to drive the successful delivery of all organisational projects. This is achieved by planning, delegating, monitoring, and maintaining control of all aspects of a project.



# General Management

## Relationship Management

The purpose of the relationship management practice is to create and develop the connections between the organisation and its stakeholders methodically and in line with organisational needs.

## Risk Management

The purpose of the risk management practice is to guarantee that the organisation fully understands and can effectively handle risks. Risk Management is key, to safeguarding and ensuring the ongoing sustainability of an organisation, creating value for its customers.

# General Management

## Service Financial Management

The purpose of the service financial management practice is to support organisational decision making, by ensuring that the financial resources of the organisation are being effectively used.

## Strategy Management

The purpose of the strategy management practice is to identify organisational goals and develop an understanding of the subsequent actions and resources required to achieve these goals.

# General Management

## Supplier Management

The purpose of the supplier management practice is to provide a supporting structure to the procurement of quality products and services from an organisation's suppliers, and to manage the process and performance of provision.

## Workforce and Talent Management

The purpose of the workforce and talent management practice is effectively pair people with relevant roles by ensuring they possess the correct skills and knowledge to succeed and contribute to the goals of the wider organisation.

# Service Management Practices

## Availability Management

With this practice, organisations can ensure that the availability of products and services meets the customer's needs. Those needs should have been agreed upon at the outset of the project.

## Business Analysis

This practice helps organisations analyse their business processes or elements within them. It's intended to help solve specific issues and improve value creation for stakeholders.

# Service Management Practices

## Capacity and Performance Management

This practice helps organisations ensure that their products and services meet expected performance levels. It also addresses current and future demands, helping organisations identify any changes that could affect their capacity.

## Change Enablement

This practice ensures that organisations maximize successful IT changes. It does so by ensuring that risk assessments are conducted, that proper authorizations are in place for implementing change and that changes are managed efficiently.

# Service Management Practices

## Incident Management

The objective of this practice is to mitigate the negative impact of disruptive incidents. It helps organisations identify ways of restoring normal service operation as quickly as possible.

## IT Asset Management

This practice helps organisations manage the complete lifecycle of their IT assets. It's based on value maximisation, cost control, risk management, decision making, asset reuse management and retirement.

# Service Management Practices

## Monitoring and Event Management

With this practice, organisations can systematically observe services and service components, and record and report selected changes. They can do this by identifying and prioritizing infrastructure, services, business processes and information security events. The practice also establishes the responses to these events.

## Problem Management

This practice helps organisations mitigate the impact and likelihood of disruptive events. It does so by focusing on the identification of potential causes of incidents and the ways to navigate them.

# Service Management Practices

## Release Management

This practice focuses on the way services are deployed. It addresses both new and changed services and features.

## Service Catalogue Management

This practice ensures that organisations have a single source of consistent information for all their services. It guarantees that information is available for relevant audiences whenever it is required.



# Service Management Practices

## Service Configuration Management

This practice ensures that information about the configuration of an organisation's services remains available and accurate. It also addresses the configuration items that support those services.

## Service Continuity Management

This practice provides a framework for building organisational resilience. It helps organisations protect services in the event of a disruptive incident and ensure that their availability and performance remain at a sufficient level.

# Service Management Practices

## Service Design

This practice helps organisations design products and services that are fit for use and in line with their defined purpose. It also ensures that services can be successfully delivered by the organisation in its current ecosystem.

## Service Desk

This practice helps organisations capture demand for incident resolution and service requests. It should also be the contact point for the service provider and its users.

# Service Management Practices

## Service Level Management

This practice sets business targets for the performance of services. It ensures that service delivery can be properly assessed, enabling the organisation to identify issues and improve its practices.

## Service Request Management

With this practice, organisations can support the agreed quality of service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner.

# Service Management Practices

## Service Validation and Testing

This practice ensures that new or changes products and services meet their defined requirements.

Organisations should do this by measuring service value based on input from customers, business objectives and regulatory requirements.

# Technical Management Practices

## Deployment Management

Deployment management practices help organisations move new or changed hardware, software, documentation and processes from a production to a live environment.

## Infrastructure and Platform Management

This practice helps organisations oversee their infrastructure and platforms, enabling them to monitor technologies that are deployed internally and by service providers.

## Software Development and Management

This practice ensures that applications meet the needs of stakeholders. It addresses software functionality, reliability, maintenance, compliance and their ability to be audited.



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