

MegaSoft

Introduction

BUSINESS SERVICE MANAGEMENT SEMINAR DECEMBER 2010

Presented By: **Eng. Henar El-Karaksy**
Training Manager - MegaSoft

BSM Seminar Agenda

Time	Topic Description
9:00 a.m. – 9:30 a.m.	Event Registration
9:30 a.m. – 9:45 a.m.	MegaSoft Introduction
9:45 a.m. – 10:15 a.m.	Business Service Management (BSM) Overview
10:15 a.m. – 10:45 a.m.	Service Desk (SD) and Change & Configuration Management (CCMDB)
10:45 a.m. – 11:15 a.m.	Asset Management for IT
Break (30 minutes)	
11:45 a.m. – 12:15 p.m.	Monitoring Management
12:15 p.m. – 12:45 p.m.	Network Management
12:45 p.m. – 1:15 p.m.	Storage Management

About Us

- **MegaSoft** is proud to be celebrating **12 YEARS** of IT Service Management, Customer Relationship Management and Business Intelligence Experience.
- Operating through its head office in **Cairo** and a branch office in **Jeddah**, the company has been providing the world's #1 Consulting and Training Services based on **ITIL, ISO IEC 20000, ISO 27001, COBIT, IBM, Sage and Business Objects**.

ITSM Leader

- **MegaSoft** has been championing the growth of **ITIL** region wide since its inception, longer than any other supplier in the Middle East market.
- **MegaSoft** has grown to become recognized regionally as **The IT Service Management Experts** and is very proud of its commitment to IT best practice frameworks.

“Trained more students in ITIL V2-3 in the Middle East”

Service Lines

➤ CONSULTING

IT Service Management, Assurance and Governance consulting services help you assess, define and implement an integrated set of systems management tools based on industry-leading operational software, process automation and the IT Infrastructure Library (ITIL) best practices.

➤ TRAINING

Organizations need to be assured the professionals they hire can handle real-world; technology-based responsibilities, and employees and job seekers need credentials that demonstrate these qualities.

Consulting Services

➤ Service Management Assessment Services

- Assess your SM processes vs. industry best practices, and perform a revealing gap analysis
- Establish formal benchmarks for measuring service risk and process maturity.
- Spotlight top-priority areas for improving service effectiveness, delivering greater business value and cutting costs

➤ Service Management Strategy and Design Services

- A strategic road map that clarifies how IT can support your existing and long-term business requirements within your budget constraints
- A high-level design for an IT service management framework—including people, processes, technology and information—that can help you reduce costs, improve productivity and automate key tasks

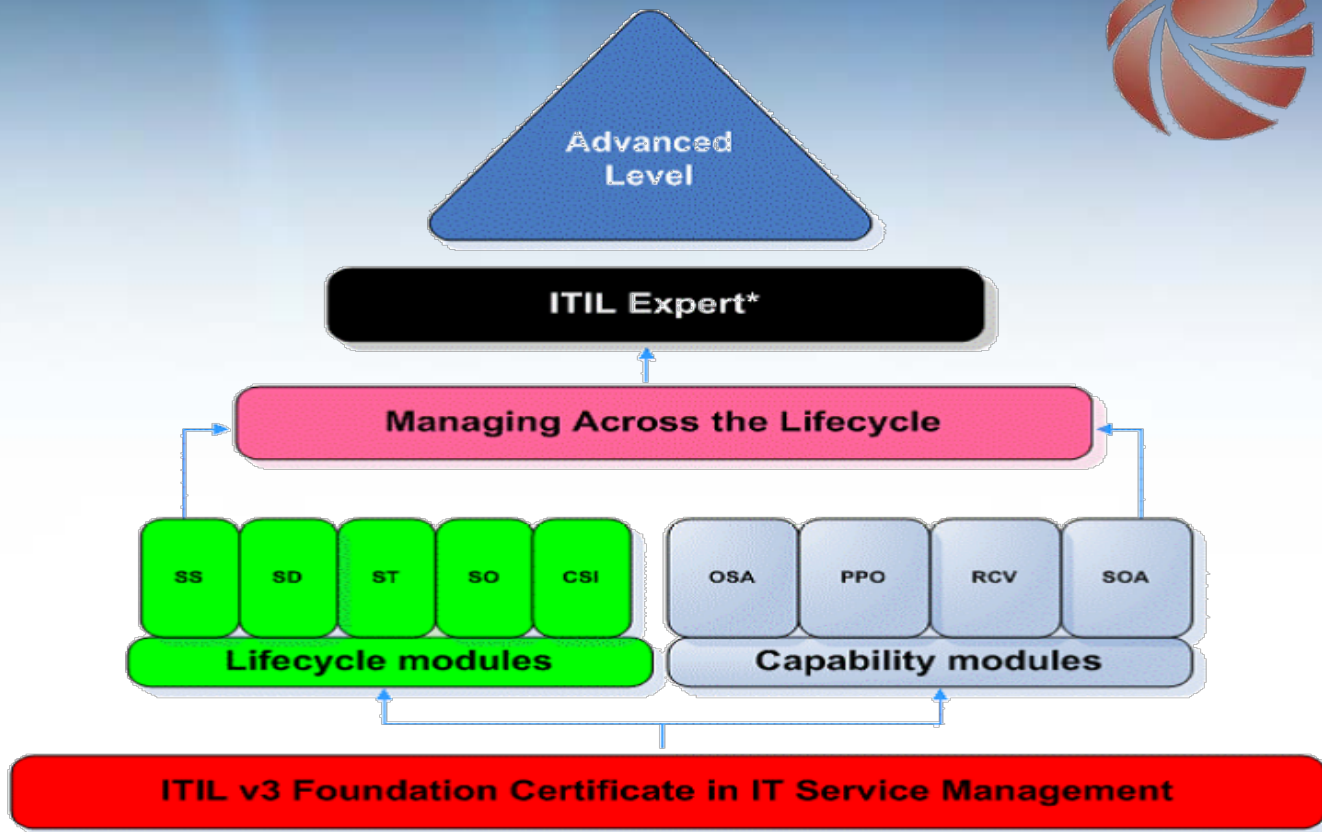
➤ Transformation Services

- Enterprise Asset and Financial Management Service
- Consolidated Service Request Management Service
- Change and Configuration Management Service
- Infrastructure Operational Management Service
- Business Service Management Service

Training Courses

- **IT Service Management**
- **IT Assurance**
- **IT Governance**
- **Information Security**
- **Project Management**
- **Customer Relationship Management (CRM)**

ITIL V3 Certification Scheme



© OGC's Official Accreditor - The APM Group Limited 2007

ITIL V3 Expert Program



- **ITIL Expert Level in ONE-GO**
- **Official Accredited Material from ITpreneurs**
- **Innovative Design through a blended mix of Self-Paced E-learning and Instructor-Led Classroom**
- **Intense Group Experience**
- **Exam Pass Guarantee**

ITIL Expert Lifecycle Track Jan-Jun, 2011



Week #	Start Date	End Date	Duration	Session
Week 1	13-Jan-2011	13-Jan-2011	1 hour	Kick-Off Meeting
Week 2	16-Jan-2011	20-Jan-2011	6 Hrs Min.	E-Learning (SS, SD)
Week 3	23-Jan-2011	27-Jan-2011	6 Hrs Min.	E-Learning (SS, SD)
Week 4	30-Jan-2011	02-Feb-2011	4 Days	Classroom (SS, SD)
Week 5	06-Feb-2011	10-Feb-2011	8 Hrs Min.	E-Learning (SS, SD)
GAP TO SIT YOUR EXAMS (SS & SD)				
Week 6	13-Mar-2011	17-Mar-2011	6 Hrs Min.	E-Learning (ST, SO, CSI)
Week 7	20-Mar-2011	24-Mar-2011	6 Hrs Min.	E-Learning (ST, SO, CSI)
Week 8	27-Mar-2011	31-Mar-2011	5 Days	Classroom (ST, SO, CSI)
Week 9	03-Apr-2011	07-Apr-2011	8 Hrs Min.	E-Learning (ST, SO, CSI)
GAP TO SIT YOUR EXAMS (ST, SO & CSI)				
Week 10	22-May-2011	26-May-2011	6 Hrs Min.	E-Learning (MALC)
Week 11	29-May-2011	30-May-2011	2 Days	Classroom (MALC)
Week 12	05-Jun-2011	09-Jun-2011	4 Hrs Min.	E-Learning (MALC)
SIT YOUR MALC EXAM TO ACHIEVE ITIL EXPERT				

IT Assurance

- **ISO 20000 Consultant**
- **ISO 20000 Auditor**



IT Governance



- **COBIT addresses the Control Objectives for IT and uses a top down approach from the business towards IT.**
- **Essential for Top IT and Business Managers, members in the IT Steering Committee**

Information Security



- ISO/IEC 27001 Lead Auditor
- ISO/IEC 27001 Lead Implementor



IT Project Management



- De-facto standard in the UK and is practiced worldwide
- Process-based approach
- PRINCE2 and ITIL
 - PRINCE2 Foundation
 - PRINCE2 Practitioner

Strategic Alliances



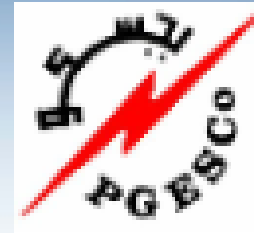
Our Customers

Financial Sector



Our Customers

Oil and Gas



Booz | Allen | Hamilton



Our Customers

Industry and Trade



Mercedes-Benz

Olympic Group
Life time commitment

MANTRAC

CAT

ABB



TOYOTA



I'm lovin' it

DURAVIT
LIVING BATHROOMS



الفوزان
Al-Fozan

Lilly



SUZUKI



AG | Auto Gate
AUTOMOTIVE GATE-EGYPT

ezzsteel
حديد عيز

ELSEWEDY
CABLES

Energizer



منصور
MANSOUR

FUJITSU

Johnson & Johnson

Bisco Misr

MegaSoft
Information Systems & Training

Our Customers

IT and Telecom



Specialists in air transport communications and IT solutions



Our Customers

Public and Service Sectors



Ministry of Investment
Egypt

Thank You..

info@megasoft.com.eg
training@megasoft.com.eg

Cairo Office

4, El Marwa New-Buildings
koliat El-Banat, Heliopolis, Cairo, Egypt
Tel: 202-22916581 - 202-22916587
Fax: 202-22916593

Jeddah Office

Tahlya Street, P.O.Box 118366
Postal Code: 21312
Tel.: +966 2 2631881
Fax: +966 2 2631810

| www.megasoft.com.eg