ITIL® 4 Foundation and Certification in English (ITIL4FND-EN)

ITIL® is considered as the most successful framework for IT service management. For more than 3 decades now ITIL® offers a very valueable collection of knowledge, built on the experience of numerous experts in the IT sector. Allmost all successful IT service providers use this model. In the new, 4th generation, the developments of the last years have been incorporated: ITIL® now includes practices from the Lean IT model, from DevOps and can now be ideally combined with agile approaches. Starting with a common language, over choosing the right strategy and the optimal portfolio, developing, putting into operation, and continuously improving and developing IT services, ITIL® provides everything you need to successfully manage an IT organization. Applied properly, ITIL® makes IT organizations a true business enabler. Being a high-performance IT becomes more and more a key success factor. The ITIL® 4 Foundation course is a basic training that provides a solid and complete overview of ITIL® 4 and optimally prepares you for the internationally recognized personal certification ITIL® 4 Foundation Certificate.

INHALTE

- **Introduction**
- **Key concepts of service management**
- **The four dimensions of Service Management:** Organizations and People, Information and Technology, Partners and suppliers, Value streams and processes
- **The ITIL Service Value System:** Opportunity, demand and value, The ITIL® guiding priciples, Governance, Service Value Chain, Continual Improvement, Practices
- **ITIL Management Practices:** Generic, Service and Technical Management Practices

ZIELGRUPPE

IT-manager, IT-decision makers, IT-Consultants, IT-experts of all support-levels, Service Desk staff, staff managing IT infrastructure.

VORAUSSETZUNGEN

Basic IT skills and fundamentals in process management recommended

ZERTIFIZIERUNG

The exam fee of € 440,- for the certification „ITIL® 4 Foundation“ is already included. The certification exam is conducted using an online exam procedure. The candidates receive an examination voucher and

PREIS P. P.

€ 1890,- (zzgl. MwSt.)

DAUER

3 Tage (09:00 - 17:00 Uhr)

SIE HABEN FRAGEN?

+43 50 4510-0

E-Mail Anfrage: office@tectrain.at

https://www.tectrain.at/seminare/management/itil/itil-4-foundation-and-certification-course-language-english

instructions for registering at a date and time that they can choose themselves.

ABSCHLUSS

Nach Seminarabschluss erhalten Sie ein tecTrain-Teilnahmezertifikat.

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