ITIL3-FON - ITIL® Foundation v3

ITIL® - - Project Management e Best Practice

Durata:	Lingue:	Certificazione:
3 Giorni	**Italiano**	**-**

Descrizione del corso

The ITIL® v3 Foundation course introduces the glossary and content of the ITIL® framework, in particular the approach to the Service Lifecycle and the processes involved in this. The course also prepares the participants for the ITIL® v3 Foundation certificate in IT Service Management exam. The certification exam will be taken by the participants at the end of the course. The course includes the official teaching material and the related exam in electronic format. ITCore Group is a Reseller of Accredited ITIL® training courses provided by Green Mill Solutions, accredited ATO by Peoplecert. ITIL® is a registered trademark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved. All AXELOS Limited related training courses (ITIL® and PRINCE2®) will only be delivered including certification exams.

Programma

Service Management Standards & Practices
The ITIL® Framework and Components
ITIL® Core Concepts
– Service LifeCycle, Services, Processes, Functions, Roles (RACI)
Service Strategy
– The Business Perspective
– Value, Utility & Warranty
– Assets & Service Portfolio
– Processes & Roles in Service Strategy
Service Design
– Concepts & Models
– The Service Catalogue

– The 4 Ps of Service Design
– The 5 Aspects of Service Design
– Processes & Roles in Service Design

Service Transition

– Change ad Change Management
– Change Authorities and Roles
– Configuration Item and the Configuration Management System
– Management of Release and Deployment
– Other Service Transition Processes

Service Operation

– Balance and Communication in Service Operation
– Incidents, Problems, Errors and Events
– Services, Processes and Roles in Service Operation

Continual Service Improvement

– Continual Service Improvements Objectives
– Measurements and Metrics
– The Deming Cycle
– Continual Service Improvement Model and Approach
– The 7-Step Improvement Process

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