ITIL4-FON - ITIL®4 Foundation

ITIL® - - Project Management e Best Practice

Durata:	Lingue:	Certificazione:
2 Giorni	**Italiano**	**ITIL® 4 Foundation**

Descrizione del corso

IITIL® 4 Foundation introduces delegates to the Service Value System (SVS) which describes how all the components and activities of the organisation work together as a system to enable value creation. The ITIL SVS supports many work approaches, such as Agile, DevOps and Lean as well as traditional process and project management, with a flexible value-oriented operating model. The ITIL 4 Foundation level course provides delegates with an extensive introduction to the core concepts of ITIL 4. It helps your understanding of the ITIL 4 principles and demonstrates how they can improve an individual□s work and the work of the organization. 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

- Introduction to IT Service Management
- Key Service Management and ITIL 4 Concepts
- The 4 Dimensions of Service Management
- The ITIL 4 Service Value System (SVS)
- ITIL® the 7 Guiding Principles
- ITIL® Service Value Chain
- ITIL® Management practices
- Exam simulation
- Certification exam

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