

ITIL® 4 Foundation - English

Wissensgarantie: 12 Monate

Examen-ID: ITIL 4 Foundation

Trainings-ID: ILFN4en

Zum Seminar →

Das nehmen Sie mit

ITIL 4 enables your organisation to use best practices around service management while implementing the latest concepts in IT and also answering crucial questions, like:

- How do we create value for the customer and for the IT?
- What is the role of IT and IT services in a business strategy? Which role should it be?
- How can we support our organisation on their way to digital transformation?
- How do I link - if I want to - service management with new methods of working like Lean, Agile, DevOps, etc.

These and many other interesting questions are clarified and answered in our ITIL 4 courses, where you will find that our trainers put a major emphasis on enhancing the theoretical knowledge with examples of practical application. This should allow you as a user of the method to have a better understanding of ITIL.

The course includes the ITIL 4 Foundation exam, a certificate which not only proves your knowledge but becomes the basis for any future advanced trainings in that area.

What is your benefit of booking an ITIL training with us?

- Our lead trainer was and is actively involved in the development of ITIL 4.
- Our lead trainer is Austria's first ITIL 4 Managing Professional.

Sie haben Fragen?  +43 1 533 1777-0  info@etc.at  Modecenterstraße 22, 1030 Wien

- All our trainers don't just present the theory of ITIL, but invest the time and effort to show you with a lot of examples from real life how practical application of ITIL runs successfully.
- In our courses you will learn a lot more than just the official syllabus, especially content that is useful for practical application.
- Our participants have a 100% exam pass rate.



ITIL®, PRINCE2®, PRINCE2® Agile, MSP® and MoR® are registered trademarks of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.

Zielgruppen

The target groups for our ITIL 4 Foundation Plus training for IT Service Management are:

- People who want to have a basic understanding of the ITIL Framework and want to learn how the improvements in quality of Service Management can help an organisation.
- People who work for an organisation that has already introduced ITIL and customized it or are about to introduce it.
- People who want to learn and understand the vocabulary and the processes needed to work together with an IT department or IT suppliers.

Also:

- All IT professionals,
- Business managers and
- Responsible roles for business processes, as well as,
- All IT employees

Sie haben Fragen?  +43 1 533 1777-0  info@etc.at  Modecenterstraße 22, 1030 Wien

Wichtige Informationen

The exam fee of EUR 510,- is included in the course price.

This includes the official ITIL Exam. Of course, the official ITIL seminar document is also included in the course.

Termine & Optionen

Datum	Dauer	Ort	Angebot	Preis
11.12.2024-13.12.2024	3 Tage	Wien	Preis (Präsenz)	€ 1.575,-
11.12.2024-13.12.2024	3 Tage	Wien	Preis (Online)	€ 1.575,-

Sie haben Fragen?  +43 1 533 1777-0  info@etc.at  Modecenterstraße 22, 1030 Wien