ITIL 4 Foundation - English and virtual

Trainings-ID: QRP_ILFN4_EN

Zum Seminar →

Das nehmen Sie mit

The ITIL 4 Foundation course is aimed at introducing participants to the management of modern IT-enabled services, to provide them with an understanding of the common language and key concepts, and to show them how they can improve their work and the work of their organization with ITIL 4 guidance. The training covers the full syllabus of the Foundation module and prepares all the participants to take the ITIL v4 Foundation exam. Furthermore, the certification provide the candidate with an understanding of the ITIL 4 service management framework and will explain them how it has evolved to adopt modern technologies and ways of working

Zielgruppen

Target Audience:

- Individuals at the start of their journey in Service Management
- ITSM Managers and aspiring ITSM Managers
- Individuals working in other parts of "IT" (digital, product, development) with strong interface with service delivery
- Existing ITIL qualification holders wishing to update their knowledge.

Wichtige Informationen
The course is divided in 4 half day live-training sessions.

Termine & Optionen