

ITIL® 4 Foundation - Including Exam

Varighed: 365 Days Kursus Kode: ILFN4 Leveringsmetode: Elearning (Self-paced)

Beskrivelse:

This course provides IT leaders, practitioners, support staff and staff interfacing with the organisation's digital and information systems functions with a practical understanding of the key concepts, common language, principles and practices that enables successful management of modern IT-enabled services. It also prepares delegates for the ITIL® Foundation Certificate Examination. The course is based on the ITIL® 4 best practice service value system featured in the latest 2019 guidelines.

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e-Learning

Vores E-learning-produkter er designet til at give dig adgang til vores uddannelsesressourcer når som helst, hvor som helst. Her får du adgang til materialer og mulighed for at forberede sig til eksamen.

Målgruppe:

This course is aimed at all levels of IT professional and those involved in designing, building, delivering and managing modern digital products and services.

Agenda:

- **After you complete this course you will be able to:**
- Key IT service management concepts.
- How ITIL® guiding principles can help and organization to adopt and adapt service management.
- The 4 dimensions of service management.
- The purpose and components of the service value system.
- The activities of the service value chain and how the interconnect.
- Know the purpose of key ITIL® practices.
- Sit the ITIL® 4 foundation examination - Sample papers are set during the class by instructors to take during the class or as homework exercises.

Forudsætninger:

There are no pre-requisites for this course

Test og certificering

Recommended preparation for exam(s):

- ITIL® 4 Foundation Certificate in IT Service Management
This is a pre-requisite for other ITIL® 4 qualifications. The examination is a 1 hour, closed book, multiple choice paper of 40 questions taken after completion of the course - exam vouchers are provided with this course. These will have a validity of 12 months. You will need to schedule your exams within this time frame.

The pass mark is 65% (26 out of 40)

Cost of the exam is included in the course fee

Yderligere Kurser:

The following courses are recommended for further study:

- Create, deliver and support
- Drive stakeholder value
- High velocity IT
- Direct, plan and improve
- Digital and IT strategy

Indhold:

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| <ul style="list-style-type: none">■ IT Service Management definitions; Service, Utility, Warranty, Customer, User, Service management, Sponsor■ Key concepts of value creation■ Key concepts of service relationships; service offering; service provision; service consumption; service relationship management■ The nature, use and interaction of 7 ITIL® guiding principles; Focus on value; Start where you are; Progress iteratively with feedback; Collaborate and promote visibility; Think and work holistically; Keep it simple and practical | <ul style="list-style-type: none">■ The 4 dimensions of service management; Organizations and people; Information and technology; Partners and suppliers; Value streams and processes■ The ITIL® service value system■ The service value chain, its inputs and outputs, and its role in supporting value streams■ Service value chain elements; Plan, Improve, Engage, Design ; transition, Obtain / Build, Deliver ; support | <ul style="list-style-type: none">■ Detail of how the following ITIL® practices support the service value chain: - Continual Improvement (including continual improvement model); Change control; Incident management; Problem Management; Service request management■ The purpose of the following ITIL® practices: - Information security management; Relationship management; Supplier management; Service configuration management; IT asset management; Service continuity management; Deployment management |
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Additional Information:

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Students will receive fully digital student kit, proctor exam voucher, and a digital core guide as standard

Flere Informationer:

For yderligere informationer eller booking af kursus, kontakt os på tlf.nr.: 44 88 18 00

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