

ITIL® 4 Practitioner: Incident Manager - Including Exam

Varighed: 1 Day Kursus Kode: ITIL4P-MSF-IM Leveringsmetode: Company event (Firmakursus)

Beskrivelse:

This 1-day ITIL® 4 Practitioner: Incident Manager module focuses on providing the candidates with the understanding of the key concepts, principles, value and challenges of the Incident Management Practice. It is intended to provide candidates with best practice guidance at both strategic and operational levels on how to minimize the negative impact of incidents by restoring normal service operation as quickly as possible.

The ITIL 4 Incident Management Practice module is structured and aligned around the ITIL framework. The examination is intended to assess whether the candidate can demonstrate sufficient understanding and application of the concepts covered in the ITIL 4 Incident Management Practice publication.

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Firmakursus

Med et firmakursus bliver jeres it-kompetenceudvikling målrettet jeres behov. Det betyder, at vi hjælper med at finde og sammensætte det helt rigtige kursusindhold og den helt rigtige form. Kurset kan afvikles hos os eller kunden, standard eller virtuelt.

Målgruppe:

This practice module is for IT professionals who want to prove and validate their skills in this specific practice area.

Agenda:

- Understand the key concepts of the practice.
- Understand the processes of the practice.
- Understand the roles and competences of the practice.
- Understand how information and technology support and enable the practice.
- Understand the role of partners and suppliers in the practice.
- Understand how the ITIL capability model can be used to develop the practice.
- Understand how the ITIL guiding principles support the practice.

Forudsætninger:

- The candidate must have passed the ITIL 4 Foundation examination.
- ILFN4 - ITIL® 4 Foundation - Including Exam

Test og certificering

The ITIL 4 Practitioner: Incident Manager examination will comprise of:

Duration: 30 Minutes

Closed Book: Yes

Format: 20 Questions With 1 Mark Each. No Negative Marking.

Question Type: Standard Classic, Negative, & List

Bloom's Level's: 2 & 3

Pass Mark: 65% Or 13/20

Certification validity : Three (3) years

Indhold:

Our ITIL® 4 Practitioner: Incident Manager training course will cover the following topics:

1. Understand the key concepts of the practice	f) Task priority	3.2 Know how to position the practice in the organizational structure.
1.1 Explain the purpose of the practice	g) Prioritization.	4. Understand how information and technology support and enable the practice
1.2 Describe the Practice success factors ; key metrics of the practice	2. Understand the processes of the practice	4.1 Describe which activities have HIGH dependency on automation tools
1.3 Explain the key terms/concepts:	2.1 Describe inputs and outputs of the processes	4.2 Know how to use/apply the key tools' functionality required to automate the practice.
a) Incident	2.2 Describe the key activities of the processes	5. Understand the role of partners and suppliers in the practice
b) Incident model	2.3 Know how to integrate the practice in the organization's value streams.	5.1 Explain the dependencies of the practice on third parties
c) Major incident	3. Understand the roles and competences of the practice	5.2 Explain how partners and suppliers can support the practice.
d) Workaround	3.1 Describe the responsibilities of the key roles of the practice	6. Understand how the ITIL capability model can be used to develop the practice
e) Technical debt	a) Incident manager	7. Understand how ITIL guiding principles help to develop the practice.
	b) Other roles involved in incident management	

Flere Informationer:

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

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