

ITIL® 4 Practitioner: Service Configuration Management - Including Exam

Durée: 1 Jour Réf de cours: ITIL4P-PIC-SCM

Résumé:

This 1-day ITIL® 4 Practitioner: Service Configuration Management Practice module focuses on providing the candidates with the understanding of the key concepts, principles, value and challenges of the Service Configuration Management Practice. It is intended to provide candidates with best practice guidance on how to ensure that accurate and reliable information about the configuration of services, and the configuration items that support them, is available when and where it is needed.

The ITIL® 4 Service Configuration 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 Service Configuration Management Practice publication.

Public visé:

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

Objectifs pédagogiques:

- After this course, the participants will be able to understand:
- The key concepts of the practice.
- The processes of the practice.
- The roles and competences of the practice.
- How information and technology support and enable the practice.
- The role of partners and suppliers in the practice.
- How the ITIL® capability model can be used to develop the practice.
- How the ITIL® guiding principles support the practice.

Pré-requis:

- The candidate must have passed the ITIL® 4 Foundation examination.
- ILFN4 - ITIL® 4 Foundation + examen

Test et certification

The ITIL® 4 Practitioner: Service Configuration Management 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

Méthodes pédagogiques :

ITIL® est une marque déposée du groupe PeopleCert. Utilisée sous licence de PeopleCert. Tous droits réservés.

Les participants réalisent un test d'évaluation des connaissances en amont et en aval de la formation pour valider les connaissances acquises pendant la formation.

Un support de cours officiel sera remis.

Autres moyens pédagogiques et de suivi:

• Compétence du formateur : Les experts qui animent la formation sont des spécialistes des matières abordées et ont au minimum cinq ans d'expérience d'animation. Nos équipes ont validé à la fois leurs connaissances techniques (certifications le cas échéant) ainsi que leur