

ITIL® 4 Practitioner: Service Configuration Management - Including Exam

Durée: 1 Jour **Réf de cours: ITIL4P-PIC-SCM** **Méthodes d'apprentissage: Classe à distance**

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.

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V&C Select™ is a simple concept and a flexible approach to delivery. You can 'select' a course from our public schedule and attend in person or as a virtual delegate. Virtual delegates do not travel to this course, we will send you all the information you need before the start of the course and you can test the logins.

Public visé:

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

Objectifs pédagogiques:

- 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.

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

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 compétence pédagogique.
- Suivi d'exécution : Une feuille d'émargement par demi-journée de présence est signée par tous les participants et le formateur.