

## ITIL® 4 Practitioner: Incident Manager - Including Exam

**Cursusduur: 1 Dag**    **Cursuscode: ITIL4P-MSF-IM**    **Trainingsmethode: Virtual Learning**

### Beschrijving:

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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### Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

### Doelgroep:

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

### Doelstelling:

- 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.
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### Vereiste kennis en vaardigheden:

- ILFN4 - ITIL® 4 Foundation + examen

### Examens en 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

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## Cursusinhoud:

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	

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## Nadere informatie:

Neem voor nadere informatie of boekingen contact op met onze Customer Service Desk 030 - 60 89 444

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[www.globalknowledge.com/nl-nl/](http://www.globalknowledge.com/nl-nl/)

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