ITIL® 4 Practitioner: Service Configuration Management - Including Exam

Cursusduur: 1 Dag   **Cursuscode: ITIL4P-PIC-SCM**   **Trainingsmethode: Maatwerk**

Beschrijving:

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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Company Events

These events can be delivered exclusively for your company at our locations or yours, specifically for your delegates and your needs. The Company Events can be tailored or standard course deliveries.

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.

Vereiste kennis en vaardigheden:

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

Examens en certificering

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

Nadere informatie:

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

info@globalknowledge.nl

www.globalknowledge.com/nl-nl/

Iepenhoeve 5, 3438 MR Nieuwegein