ITIL® 4 Practitioner: Service Configuration Management - Including Exam

Duration: 1 Day   **Course Code: ITIL4P-PIC-SCM**   **Delivery Method: Virtual Learning**

Overview:

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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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.

Target Audience:

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

Objectives:

- 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.

Prerequisites:

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

Testing and 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

Additional Information:

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Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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