
ITIL 4 Foundation Bridge

Varighed: 1 Days Kursus Kode: ILFN4B

Beskrivelse:

This course provides those IT leaders, practitioners and support staff who already hold the ITIL v3 foundation certificate with a quick and easy way to upgrade to the ITIL4 foundation. Students will get an understanding of the key concepts, common language, principles and practices that enables successful management of modern IT-enabled services. It also prepares delegates for the ITIL Foundation Certificate Examination. The course is based on the ITIL4 best practice service value system featured in the latest 2019 guidelines. The course is a blended solution with a series of videos updating your ITIL v3 knowledge in key areas such as incident and problem management supplemented by a one-day classroom or virtual exam workshop session.

Agenda:

- **The course will help students to understand: -**
 - Key IT service management concepts
 - How ITIL guiding principles can help and organization to adopt and adapt service management
 - The 4 dimensions of service management
 - The purpose and components of the service value system
 - The activities of the service value chain and how they interconnect
 - Know the purpose of key ITIL practices
 - Preparation to sit the ITIL4 foundation examination
-

Indhold:

- | | | |
|---|---|---|
| <ul style="list-style-type: none">■ IT Service Management definitions; Service, Utility, Warranty, Customer, User, Service management, Sponsor■ Key concepts of value creation■ Key concepts of service relationships; service offering; service provision; service consumption; service relationship management■ The nature, use and interaction of 7 ITIL guiding principles; Focus on value; Start where you are; Progress iteratively with feedback; Collaborate and promote visibility; Think and work holistically; Keep it simple and practical | <ul style="list-style-type: none">■ The 4 dimensions of service management; Organizations and people; Information and technology; Partners and suppliers; Value streams and processes■ The ITIL service value system■ The service value chain, its inputs and outputs, and its role in supporting value streams■ Service value chain elements; Plan, Improve, Engage, Design ; transition, Obtain / Build, Deliver ; support | <ul style="list-style-type: none">■ Detail of how the following ITIL practices support the service value chain: - Continual Improvement (including continual improvement model); Change control; Incident management; Problem Management; Service request management; S■ The purpose of the following ITIL practices: - Information security management; Relationship management; Supplier management; Availability management; Capacity and performance management; Service configuration management; IT as |
|---|---|---|
-

Flere Informationer:

For yderligere informationer eller booking af kursus, kontakt os på tlf.nr.: 44 88 18 00

training@globalknowledge.dk

www.globalknowledge.com/da-dk/

Global Knowledge, Stamholmen 110, 2650 Hvidovre