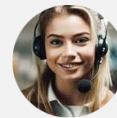


ITIL® 4 Foundation and Certification in English



📌 Kurs ID: ITIL4FND-EN 🕒 Dauer: 1 Tag 💰 ab: € 1.650,00 zzgl. MwSt.

ITIL® is considered as the most successful framework for IT service management. For more than 3 decades now ITIL® offers a very valuable collection of knowledge, built on the experience of numerous experts in the IT sector. Almost all successful IT service providers use this model. In the new, 4th generation, the developments of the last years have been incorporated: ITIL® now includes practices from the Lean IT model, from DevOps and can now be ideally combined with agile approaches. Starting with a common language, over choosing the right strategy and the optimal portfolio, developing, putting into operation, and continuously improving and developing IT services, ITIL® provides everything you need to successfully manage an IT organization. Applied properly, ITIL® makes IT organizations a true business enabler. Being a high-performance IT becomes more and more a key success factor. The ITIL® 4 Foundation course is a basic training that provides a solid and complete overview of ITIL® 4 and optimally prepares you for the internationally recognized personal certification ITIL® 4 Foundation Certificate.

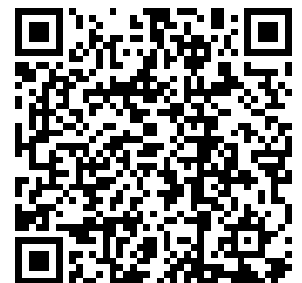


Sie haben Fragen?

+43 50 4510-0

Mo-Do 8-17 Uhr, Fr. 8-14 Uhr

Kursdetails



tecTrain ist ein zertifiziertes Schulungsinstitut nach Ö-Cert, dem Qualitätsrahmen für die Erwachsenenbildung in Österreich

Kursinhalte

- **Introduction**

- **Key concepts of service management**
- **The four dimensions of Service Management:**
Organizations and People, Information and Technology,
Partners and suppliers, Value streams and processes
- **The ITIL Service Value System:** Opportunity, demand
and value, The ITIL® guiding principles, Governance, Service
Value Chain, Continual Improvement, Practices
- **ITIL Management Practices:** Generic, Service and
Technical Management Practices

Voraussetzungen

Basic IT skills and fundamentals in process management
recommended

Zielgruppe

IT-manager, IT-decision makers, IT-Consultants, IT-experts of all
support-levels, Service Desk staff, staff managing IT infrastructure.

Abschluß

Nach Seminarabschluss erhalten Sie ein tecTrain-
Teilnahmezertifikat.