Enterprise Computing Solutions - Education Services

NABÍDKA ŠKOLENÍ

Prosím kontaktujte nás zde

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ITIL® 4 Foundation + Exam

Kód:	DÉLKA:	CENA:
ITI_FOUN	24 Hours (3 DENNÍ)	Kč bez DPH 27,900.00

Description

The course covers the best practice framework of ITIL 4 at a foundational level. Students learn about the service value system (SVS), the four dimensions of service management, the service value chain, the 7 guiding principles, and service management practices.

ITIL 4 is a non-prescriptive, industry best practice providing a vendor-neutral, technology-agnostic framework to address service management challenges by reshaping much of the established ITSM practices in the wider context of customer experience, value streams, and digital transformation, as well as embracing new ways of working, such as Lean, Agile, and DevOps.

Školení pořádá vzdělávací centrum HEWLETT-PACKARD s.r.o.

Cíle

Upon successful completion of this course, candidates will be able to:
• Explain the four dimensions of service management and how the four dimensions are used to underpin a balanced focus in value creation
• Describe the service value system (SVS), and learn how the SVS ensures value is co-created with the business
• Understand and implement the ITIL service value chain
• Gain the knowledge necessary to prepare and take the IT

Určeno pro

• Business managers, business process owners, or any business person interfacing with IT organizations
• Individuals new to ITIL, who require a fundamental overview of the ITIL 4 framework and how to apply service management concepts to create value for customers
• IT professionals already working with ITIL best practices, who want to advance their knowledge of the new service management practices in ITIL 4
• Other individuals working in parts of the IT organization, including:
– IT staff supporting large, complex and hybrid data centers, interested in improving speed, quality, and cost of IT services
– IT vendors, suppliers, and partners
– IT managers and IT executives
– Individuals working in other parts of IT (digital, product, development, security)

Vstupní znalosti

Additional study time outside of the class is required to prepare for the certification exam.

Program

Key Concepts and Definitions of Service Management
• Value and value co-creation
• Organizations, service providers, service consumers, and other stakeholders
• Products and services
• Service relationships

The Four Dimensions of Service Management
• Organizations and people
• Information and technology
• Partners and suppliers
• Value streams and processes

The ITIL Service Value System	Service Value Chain	
• ITIL guiding principles	• Plan	
• Governance	• Engage	
• Service value chain	• Design and transition	
• ITIL management practices	• Obtain/build	ITIL Management Practices
• Continual improvement	• Deliver and support	• Overview of 15 of the practices
	• Improve	• Explanation of 7 of the practices in more detail

Termíny školení

Termíny školení na vyžádání, <u>kontaktujte nás prosím</u>

Dodatečné informace

Školení je možné zajistit na míru. Kontaktujte nás pro bližší informace.