ITIL Foundations

Course Description:

This course is based on the latest ITIL 4 best-practice guidance and will prepare the attendee for the ITIL 4 Foundation exam normally given at its conclusion. Candidates who wish to acquire knowledge in the theory and practices of the ITIL 4 management framework. This knowledge is also required if the candidate wishes to pursue any of the ITIL 4 certification schemes.

Course Outline/Agenda:

After completing this course, you will know:
•What ITIL is; how it fits into the service management framework; how it has evolved over the years; and about the ITIL service value system
•The key concepts of ITIL service management, and how ITIL guiding principles can help an organization to adopt and adapt ITIL service management
•The four dimensions of ITIL service management
•The purpose and components of the ITIL service value system, the ITIL guiding principles, and governance
•The activities of the service value chain, and how they interconnect, and the key concepts of continual improvement
•The various ITIL practices and how they connect to value chain activities

Certificate(s):	ITIL v4		
Course Dates:	**Start time/End time**	**Course Number**	**Cost:**
10/4/2021-10/6/2021 12/6/2021-12/8/2021	Virtual Mon-Wed. 6:00pm-10:0 EST *Face to face upon request*	NCIS9003	$1,595.00

Cost Breakdown:

Books/equipment * $ -   included
Training cost $ 1,595.00

Statistics:

No data at this time