

ITIL® 4 Foundation e-learning (EN)

e-Learning

Training code	CGAIT4-FEE
Spoken Language	<?php?> English
Language Materials	English
Price	€900,00 excl. VAT No extra costs.

What is ITIL® 4 Foundation e-learning

ITIL® is the international standard for IT Service Management, enabling the delivery of IT services more efficiently and effectively, resulting in value creation for your stakeholders and more satisfied customers. The ITIL Foundation course is based on the ITIL® 4 publication, the successor of ITIL 2011, also known as ITILv3. ITIL4 is not limited to purely IT services; since every organization has services in its portfolio, this training is relevant for all organizations that provide services to their customers. ITIL® 4 can be regarded as a practical mindset for creating and delivering value. Basic knowledge of ITIL® is necessary to act optimally in an ITIL® service environment, ensuring everyone “speaks the same language.” This training provides the foundation for anyone working in a commercial or non-commercial service environment. During this e-learning, you will get an overview of what the discipline entails and how the practices and activities from ITIL® are connected so that you deliver as much value to you customers. This ITIL version addresses the relation to Agile and DevOps, allowing participants to link other methods and their implications for translating ITIL® 4 to their own organization. The training prepares you for the ITIL® 4 Foundation exam.

Who should attend ITIL® 4 Foundation e-learning

- IT Managers: Oversee IT service management and ensure alignment with business goals.
- Service Desk Managers: Manage service desk operations and improve customer satisfaction.
- IT Consultants: Provide expert advice on ITIL® implementation and best practices.
- Project Managers: Integrate ITIL® principles into project management for better outcomes.
- Business Managers: Understand ITIL® to improve service delivery and business processes.
- IT Support Staff: Gain foundational knowledge to enhance support services.
- Quality Managers: Ensure service quality and compliance with ITIL® standards.
- Process Owners: Manage and optimize ITIL® processes within the organization.
- Change Managers: Implement and manage changes effectively using ITIL® guidelines.
- DevOps Engineers: Link ITIL® practices with Agile and DevOps methodologies.



Prerequisites

No prior knowledge of ITIL® is required. However, a basic understanding of IT services and business processes will be beneficial. This course is suitable for anyone interested in IT service management.

Objectives

At the end of the training you will be able to:

- Understand the key concepts of ITIL®4 and its benefits.
- Describe the ITIL®4 service management framework.
- Identify the components and activities of the ITIL®4 service value system.
- Identify the key practices in a service provider organisation.
- Explain the relationship between ITIL®4 and other methodologies like Agile and DevOps.
- Prepare for the ITIL®4 Foundation exam.

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