IT & Systems

Course Name

ITIL Foundation v4

Course Description

This course provides a broad-based view of the ITIL4 framework's approach to Service Management. It covers a broad range of material at a high-level, as would reasonably be expected from a 'Foundation' course, with specific depth in key areas of service management and its practice. Organisations that are actively engaging with new areas of practice such as Lean and DevOps will gain from understanding how ITIL4 can help them embrace these areas with IT Service Management.

Audience

This course is for anyone that needs to know more about the latest version of the world's most used Service Management framework. Delegates that are involved with an organisation that practices IT Service Management (ITSM) or hope to be should start here. Delegates that already hold an ITIL v3 Foundation certificate but haven't taken their studies further should also start here as this course expands on their existing knowledge and takes it in new directions.

Duration: 3 Day(s) **Class Size:** 12

Competence Name Awarded

Competence Awarded

Course Code

Prerequisite Name

Prerequisite Short Code

Skills Assessment Scheme Regime

Course Type

Face to Face

Download Date: 24/11/2024