ITIL Foundation®

ITIL is a trusted and well-established framework based on global best practice in IT service management, used by most of the world's leading enterprises and forward-thinking public sector organizations. ITIL enables you to utilize leading edge IT capabilities to provide world class services and maximize value.

4P Advisory Services

Who should attend?

ITIL certification is an essential requirement for understanding of ITIL® framework and how it may be used to enhance the quality of IT service management within an organization. This certification is most suited for: IT Managers/Support teams, System Administrators/Analysts, Operations Managers, Database Administrators, Service Delivery Professionals, Quality professionals who needs a basic Analysts.

Benefits

- Establish cost-effective systems for managing demand for your services
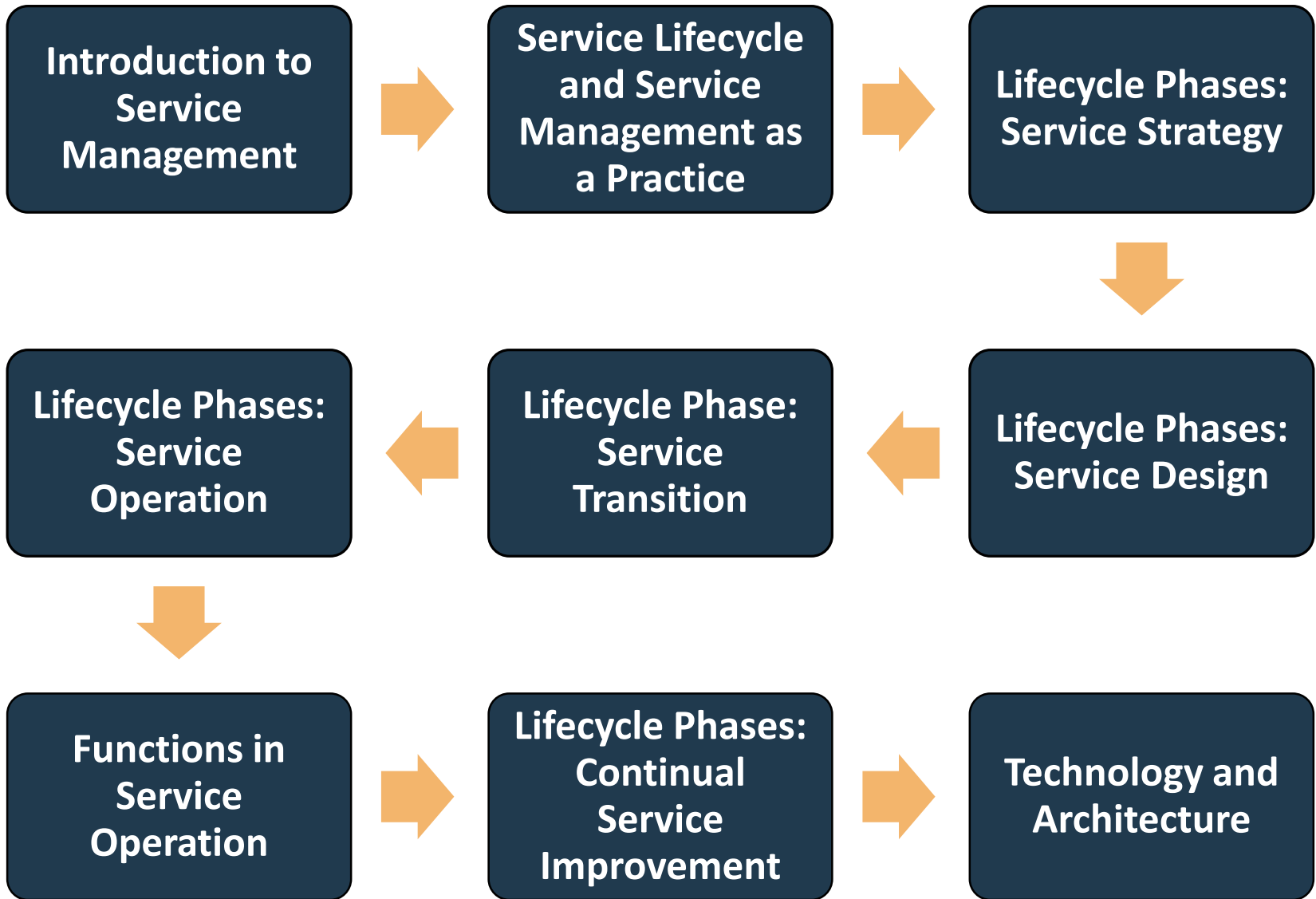
- Support business change whilst maintaining a stable service environment.

- Improve and develop positive relationships with your customers by delivering efficient services that meet their needs

- Manage business risk and service disruption or failure

- Improved Career Prospects within the Organization

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Course Outline

Introduction to Service Management	→	Service Lifecycle and Service Management as a Practice	→	Lifecycle Phases: Service Strategy

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Lifecycle Phases: Service Operation	←	Lifecycle Phase: Service Transition	←	Lifecycle Phases: Service Design

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Functions in Service Operation	→	Lifecycle Phases: Continual Service Improvement	→	Technology and Architecture

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Prerequisites for the EXAM

- None
- Preferred: A basic familiarity with IT.

Exam Details

Internal exams will be conducted (Mandatory). The exam format may vary.

- Number of questions: 40 (Multiple choice)
- Pass Mark : 65% (26 out of 40)
- Open Book : No
- 1 point for each correct answer
- Exam duration : 60 minutes

The Trainer/facilitator may also choose to evaluate the participants during the program at the class room.

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Consulting, Training, Projects, Examinations, Assessment & Audit

A Leading Training & Consulting Organization

Accredited by various principals

World-wide presence and delivery models

Unique, but proven, knowledge transfer and validation techniques

Adds great value to the Organizations

Result oriented approach

WHY 4P?

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JOIN NOW!

>>Contact: info@4pa.in

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