

ITIL® 4 Foundation

IT is at the core of every business in today's world. ITIL4 reflects the fast-paced and complex environment we live in, and new ways of working and emerging practices, all of which are essential not only for ITSM professionals, but also for a wider range of professionals working in the digital transformation world. The purpose of ITIL4 is to provide organizations with comprehensive guidance for the management of information technology in the modern service economy. ITIL® 4 has evolved to provide an end-to-end IT/Digital Operating Model, covering the full delivery (and sustaining) of tech-enabled products and services, guiding how IT interfaces and the wider business strategy.

Who should attend?

ITIL4 certification is an essential requirement for understanding of new ITIL4 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

Align to the latest trends and methods for managing services in the Digital Economy

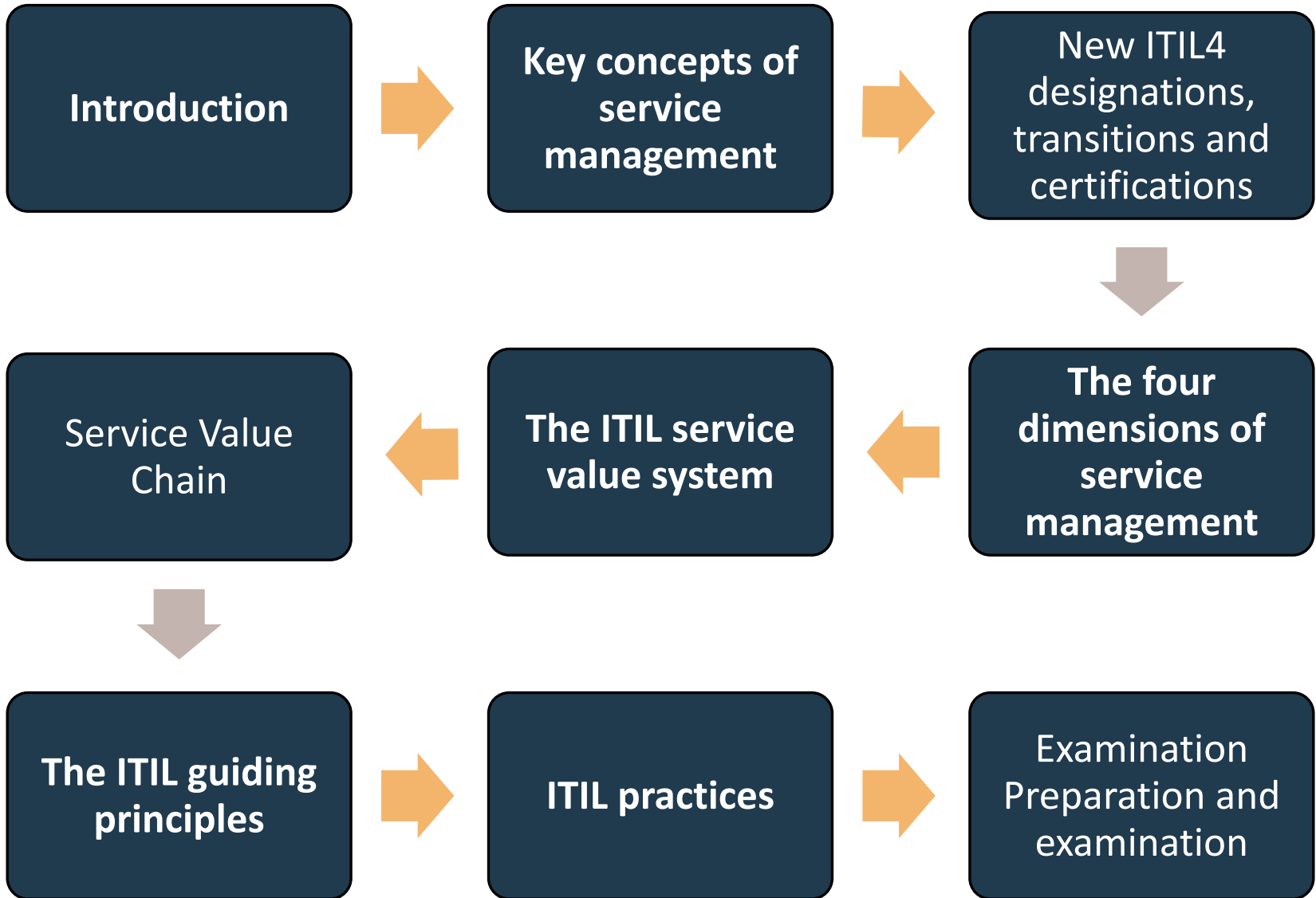
Establish cost-effective systems for managing demand for services

Use Newer methods and principles to improve and add value to the existing infrastructure..

Improve customer satisfaction by delivering efficient services that meet their needs

Improve Career Prospects within and outside the current domain

Course Outline



Prerequisites for the EXAM

- None
- Preferred: A basic familiarity with IT.

Note:

Softcopy of Mark sheets & certificates will be downloadable from the EI's site within 15 & 30 days respectively

Exam Details

Internal exams will be conducted. The exam format may vary. *The Trainer/facilitator may also evaluate the participants during the program in the class.*

- 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
- *Also refer the Examination Process*





TRAINING ORGANIZATION ACCREDITED BY

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>>Contact: info@4pa.in



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