

ITIL Foundation Certification

Become certified in ITIL Foundation and gain a solid understanding of IT Service Management.

Category: Project Management · Duration: 3 days

WHO IT IS FOR

- Project managers, Scrum masters and team leads
- Beginners welcome: no prior experience required

Enroll in our ITIL Foundation Certification course and acquire the essential knowledge and skills to effectively manage IT services and align them with the needs of the business. This comprehensive training program covers key concepts, principles, and processes of ITIL, enabling you to improve service operations, delivery, and support.

Prerequisites

None

Syllabus

- Introduction to ITIL and IT Service Management
- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement
- ITIL Roles and Responsibilities
- ITIL Processes and Functions
- ITIL Service Lifecycle
- ITIL Key Concepts and Terminologies
- ITIL Best Practices
- Change Management
- Incident Management
- Problem Management
- Service Level Management
- Service Catalog Management

- ITIL Certification Exam Preparation
- Mock Exams and Practice Tests
- Exam Tips and Techniques
- Question and Answer Sessions