

ITIL4_FOUND_EN - ITILR 4 Foundation in English

Czas trwania:	Czas trwania: 2 dni / 16 godz.
Cena rynkowa:	2 850,00 zł
Cena promocyjna:	2 150,00 zł
Szkolenie autoryzowane:	Tak

Informacje o szkoleniu

Training ITILR 4 Foundation with EXAM

According to the decision of PeopleCert and AXELOS, from November 1, 2019, accredited trainings are sold only with an exam.

14 PDUs (Technical 0, Leadership 0, Strategic 14)

Course description:

ITIL has led the ITSM industry with guidance, training, and certification programmes for more than 30 years. ITIL 4 brings ITIL up to date by re-shaping much of the established ITSM practices in the wider context of customer experience, value streams, and digital transformation, as well as embracing new ways of working, such as Lean, Agile, and DevOps.

ITIL 4 provides the guidance organizations need to address new service management challenges and utilize the potential of modern technology. It is designed to ensure a flexible, coordinated and integrated system for the effective governance and management of IT-enabled services.

Our best seller ITIL 4 Foundation training will:

Provide an understanding of the ITIL 4 service management framework and how it has evolved to adopt modern technologies and ways of working.

Explain the concepts of the service management framework to support candidates studying for the ITIL 4 Foundation exam.

Act as a reference guide that practitioners can use in their work, further studies, and professional development.

Wymagania wstępne

No prerequisites

Zagadnienia poruszane podczas szkolenia

Course content:

Day1:

- ▣ ITIL 4 journey
- ▣ Key concepts of service management
- ▣ ITIL case study: Axle Car Hire
- ▣ ITIL service value system
- ▣ Four dimensions of service management
- ▣ ITIL guiding principles
- ▣ Service value chain
- ▣ ITIL practices review
- ▣ Service level management practice
- ▣ ITIL 4 Foundation mock exam

▣ Day 2:

- ▣ Relationship management practice
- ▣ Supplier management practice
- ▣ Information security management practice
- ▣ IT asset management practice
- ▣ Service configuration management practice
- ▣ Change enablement practice
- ▣ Deployment management practice
- ▣ Release management practice
- ▣ Service desk practice
- ▣ Incident management practice
- ▣ Service request management practice
- ▣ Monitoring and event management practice
- ▣ Problem management practice
- ▣ Continual improvement practice
- ▣ Exam tips and tricks
- ▣ ITIL 4 Foundation certification exam
- ▣ The exam is organized on the last day of training.
- ▣ Exam information:
 - ▣ Exam type: on-line, multiple choice (1 correct answer out of 4)
 - ▣ Exam Duration: 60 minutes (90 minutes for non-native speakers)
 - ▣ Number of questions: 40
 - ▣ Pass mark: 65% (26/40)
 - ▣ Exam language: English
 - ▣ Closed book.

Informacje dodatkowe

Additional information:

Student pack includes:

ITIL 4 Foundation coursebook with a set of slides

ITIL glossary

Exam specification

Exam sample questions with answers and rationales

ITIL 4 Reference Card

Pre-Course training materials

Post-Course additional materials.

Passing any ITIL 4 exam gives a free access to the myITIL portal and documentation of all 34 ITSM practices for one year.

Organisation of training:

Public classroom, Closed group classroom, or Instructor-led Live Online Classes

Training language: PL or EN

Material language: EN

Group size: 8 to 14 participants

Prerequisites: None

Accreditation: Accreditation granted to Asseco Data Systems by PeopleCert on behalf of AXELOS

Exam is included in price.

Additional information regarding participation in the Virtual Class:

Each participant should register for the training session between 08:30-08:50

The training is conducted between 09:00 am and 3:30 pm

During the training day there will be several breaks, including one 1-hour lunch break and 10-minutes coffee breaks after each hour of training.

Study guide and other training materials are distributed in a digital version.

Exams are carried out in the form of vouchers.

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Typy szkolenia

Tradycyjne

Asseco | Zdalna klasa

Asseco | Wirtualna klasa

Wicej informacji:

Zadzwo 801 30 30 30 lub napisz szkolenia@assecods.pl