



Formation Project Management - ITIL Foundation Training V2.0 with Certification in Geneva, Zurich, Huston, San-Antonio, Dallas, Los Angeles, San Diego, New York, Washington, Chicago, San Francisco and anywhere in Switzerland, USA, Great Britain and Germany.

ID : 4

Goal : Distinguish and identify the major processes of ITIL applying efficiency practices of an IT service by understanding and analysing processes interdependences. This trainings prepares yourself to the ITIL Foundation certification exam in Service Management

Audience : Organizations considering or planning to implement ITIL.

Prerequisites : Practical experience in IT Management Service

Goals :

- Introduction
- Service Management
- Configuration Management
- Service Desk/Incident Management
- Problem Management
- Change Management
- Release Management
- Service Level Management
- Availability Management
- Financial Management for IT Services
- Capacity Management
- IT Service Continuity Management
- Training Conclusion

Suggested duration for presentiel training (days) : 3

Suggested duration for on-line training (days) : 3.6

Daily price in face-to-face : 1850 CHF

Daily price in remote : 888 CHF

Daily price in remote for students : [contact us](#) (only if student card!)

Daily price in remote (with recording) : 9250 CHF

Prices are per day per trainee without course material, without certificate, without evaluation, without exam, without training room or computer (these are each optional and must be requested in addition in the contact form for the establishment of the quote).

Tags : itil, itil foundation, itil foundation course, configuration management, problem management, change management, training, itil training, release management.

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