



Formation Project Management - ITIL V2/V3 Evolution 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 : 9**

**Goal :** This training provides you with a very intense and focuses overview of the new and modified topics in ITIL V3.

**Audience :** Managers or IT Managers certified or applying ITIL V2.

**Prerequisites :** Excellent knowledge of ITIL V2.

## Goals :

- Introduction
- Explanations about the evolution to ITIL V3
- Conformity to the ISO/IEC 20000 Norm
- Overview of key concepts, definitions and certification level of ITIL V3
- Brief presentation of the 5 key steps of ITIL
- The service strategy step
- The service integration step
- The service operation step
- The service improvement step
- Understand and examination in details of the ITIL services life cycle and its key steps
- Examination of the structure, the components, and the process of the 5 steps
- For each of the 5 styles review of the activities...
- Relations between the process
- Training Conclusion

**Suggested duration for presentiel training (days) : 1**

**Suggested duration for on-line training (days) : 1.2**

**Daily price in face-to-face : 750 CHF**

**Daily price in remote : 360 CHF**

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

**Daily price in remote (with recording) : 3750 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 v3, itil v2 vs v3, itil upgrade, itil update.

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