



Formation Project Management - ITIL Foundation Training V3.0 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 : 370

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 as a practice
- Concept of Good Practice
- Concept of Service
- Concept of Service Management
- Functions, Roles and Processes
- Process Model
- Characteristics of Processes
- The Service Lifecycle
- Introduction to the Service Lifecycle
- Introduction to ITIL
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement
- ITIL Foundation Certificate in IT Service Management
- ITIL Qualification Scheme
- ITIL Foundation Certification
- Training Conclusion

Suggested duration for presentiel training (days) : 3

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

Daily price in face-to-face : 2550 CHF

Daily price in remote : 1224 CHF

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

Daily price in remote (with recording) : 12750 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).

Book

- **Title** : *IT Service Management Based on ITIL® V3 - A Pocket Guide*
- **Author(s)** : VAN BON Jan van, DE JONG, Arjen, KOLTHOF Axel, PIEPER Mike, TJASSING Ruby, VAN DER VEEN Annelies, VERHEIJEN Ti
- **Pages** : 166
- **ISBN** : 9789087531027

Tags : itil foundation v3, itil, it library infrastructure, itil, version 3.

Please enable JavaScript to view the [comments powered by Disqus](#).