Curs ITIL® 4 Foundation

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Descriere: ITIL 4 is an evolution from ITIL v3, providing a practical and flexible transition that allows organizations to adopt the new ways of working required by the modern digital world. This update on ITIL reflects the fast-paced and complex environment we live in, and new ways of working and emerging practices. All of which are essential not only for ITSM professionals, but also for a wider range of professionals working in the world of digital transformation. The purpose of ITIL 4 is to provide organizations and professionals with comprehensive guidance for managing information technology in a modern service economy. This three-day training course prepares you for the exam leading to the ITIL 4 Foundation certificate. At the end of this course, you will have: an understanding of the Guiding Principles of ITIL 4, the Service Value Chain, the four dimensions of Service Management the link between ITIL 4 and other best practices like Lean IT, Agile and DevOps. The ITIL 4 Foundation certificate is a requirement for taking any of the ITIL Managing Professional and ITIL Strategic Leader modules that lead up to the ITIL Master qualification. Participants receive an ITIL Foundation workbook containing all the presentation materials, course notes, case study and practice exams