

ITIL 4 – Foundation

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About this Course:

- ITIL 4 provides an emphasis on the business and technology world, how it works today, and how it will work in the future with Agile, DevOps and digital transformation. Exam Voucher Included.
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Course Goals:

- A holistic approach to the facilitation of co-creation of value with customers and other stakeholders in the form of products and services
- The guiding principles of ITIL 4
- The four dimensions of Service Management
- Key concepts from Lean, Agile, DevOps, and why these are



important to deliver business value

- How ITIL practices described in ITIL 4 will maintain the value and importance provided by the current ITIL processes, whilst at the same time expand to be integrated to different areas of service management and IT, from demand to value.

Audience:

- Those who require a basic understanding of the ITIL framework
- Those who want to understand how ITIL can be used to enhance IT service management
- IT professionals or others working within an organization that has adopted ITIL.

Course Format:

	
Присъствен (Classroom) Курс в Учебната ни зала или В Офис на Клиент	Онлайн (Online/Virtual) Курс във виртуална зала с инструктор

Course Language Option

<input type="checkbox"/>	<input type="checkbox"/>
Български (Bulgarian)	Английски (English)

You can choose the language in which the training will be conducted – Bulgarian or English. All our instructors are fluent in English.

Student Guides:



The training materials are available in electronic format. They can be used online / offline on any device. Lifetime access.

Lab Environment:



Each student has their own lab environment where the exercises are conducted, part of the course. You do not need to install software on a computer or special hardware requirements.

Participants in a face-to-face format in our Training Center have an individual computer during the training.

At Course Completion:

	
Exam Voucher	Letter of Course Attendance

Exam Voucher for 1 free Exam Attempt. Exam/Voucher and Training cannot be sold seperately/only one.

Approved Letter of Course Attendance

Course Duration:



- 3 working days (09:00 – 17:00)
or
 - 24 hours training (theory and practice) in non-working hours lasting 2 weeks
Saturday and Sunday 10:00 – 14:00, 14:00 – 18:00, 18:00 – 22:00
Monday and Wednesday 19:00 – 23:00
Tuesday and Thursday 19:00 – 23:00
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Payments :



An application for an invoice is accepted at the time of enrollment in the respective course.

An invoice is issued within 7 days of confirming the payment.

Предстоящи Курсове (Next Class):



■ Notice

There are no upcoming events.

For more information, use the contact format. We will contact you to confirm the data.