

SZKOLENIE ŚREDNIO ZAAWANSOWANE

ITIL Managing Across the Lifecycle

HF442S

Czas trwania: 5 dni

This course gives participants the skills to support an organization's service delivery by bridging the service lifecycle stages. The course teaches the value of one combined service management practice as opposed to separate subject areas. ITIL processes and practices, as learnt from the lifecycle and capability streams of the intermediate certificates, are put into a context of delivering this value. Participants learn how to apply and integrate their ITIL knowledge in the workplace in a tangible way.

Cele szkolenia

- Key concepts of the service lifecycle
- Communication and stakeholder management
- Integrating service management processes across the service lifecycle
- Managing services across the service lifecycle
- Governance and organization
- Measurement
- Implementing and improving service management capability

Zalety

- IDC MarketScape leader 5 years running for IT education and training
- Recognized by IDC for leading with global coverage, unmatched technical expertise, and targeted education consulting services
- Key partnerships with industry leaders OpenStack, VMware, Linux, Microsoft, ITIL, PMI, CSA, and SUSE
- Complete continuum of training delivery options—self-paced eLearning, custom education consulting, traditional classroom, video on-demand instruction, live virtual instructor-led with hands-on lab, dedicated onsite training
- Simplified purchase option with HPE Training Credits

Dla kogo?

- Chief information officers, Senior IT managers, IT managers, Supervisors, IT professionals, IT operations practitioners, IT development practitioners
- Individuals who require a business and management level understanding of the ITIL service lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization



- Individuals seeking the ITIL Expert in IT Service Management certificate, for which this qualification is the final mandatory module
- Individuals seeking progress towards the ITIL Master in IT Service Management, for which the ITIL Expert in IT Service Management certificate is a prerequisite

Wymagania

- Candidates wishing to be trained and examined for this qualification must already have two (2) credits from the ITIL Foundation certificate and must, as a minimum, have obtained a further 15 credits to a total of at least 17 credits Holders of ITIL Expert Certificate in IT Service Management are also eligible
- Complete at least 30 contact hours for this syllabus as part of a formal, approved training course/scheme Contact hours are hours of instruction, excluding breaks, with an accredited training organization (ATO) or an accredited e-learning solution
- Complete at least 28 hours of personal study by reviewing foundation and intermediate level knowledge, for example the terms within the terminology list and by reviewing the syllabus and the ITIL core publications in preparation for the examination



Program

