ITIL® 4 Practice Manager: Plan, Implement & Control (ITIL4PMPIC)

ID ITIL4PMPIC **Prix** CHF 3 400,– (Hors Taxe) **Durée** 3 jours

A qui s'adresse cette formation

People from the IT sector, including managers, leaders, consultants and other professionals who are specifically and strategically involved in the further development and improvement of organizations. This is especially true for those IT professionals who want to learn about service optimization opportunities because ITIL is already being used in their organizations.

Pré-requis

Prerequisite for this ITIL Practice Manager training is the successfully completed ITIL 4 Foundation.

Objectifs

Benefits and purpose of the training - What added value does the training bring me? In the 3-day training "ITIL 4 Specialist: Plan, Implement & Control" you will gain deep knowledge on how to develop continuous learning and optimizing practices within the framework of ITIL 4.

By participating in the training "ITIL 4 Specialist: Plan, Implement & Control" you will be able to:

- To penetrate key points of the Practices.
- Identify potential for improvement in your own organization and promote both individual processes and their interaction.
- Assess your own operations according to the four dimensions of the ITIL maturity model. Ultimately, all this serves to support your customers more effectively in achieving their goals!

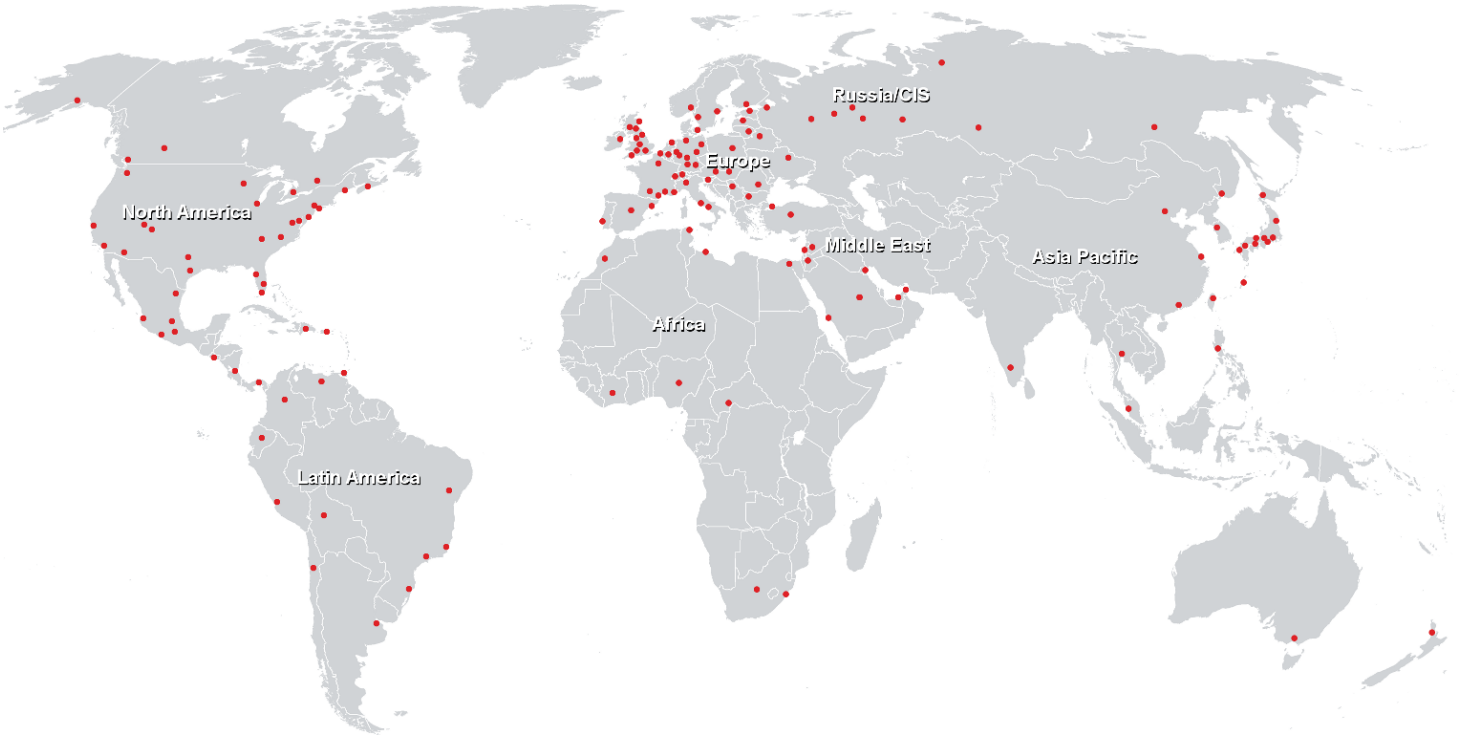
Contenu

What are the core topics of the ITIL 4 Practice Manager training?

- Key ideas, principles and procedures of the five practices: Change Enablement, Release Management, Deployment Management, Service Configuration Management and IT Asset Management.
- Ensure that all stakeholders clearly understand the strategic and tactical requirements.
- Integrate practices into an organization's value-added operations.
- Exploring the touch points and common benefits between the MSF practices and other ITIL 4 practices.
- Use metrics and success criteria to drive performance.
- Measure, analyze and develop the competencies of various practices according to the ITIL maturity model.

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Centres de formation dans le monde entier





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