ITIL Collaborate, Assure, and Improve (Version 5) (ITIL5CAI)

ID ITIL5CAI **Prix** CHF 3 400,– (Hors Taxe) **Durée** 3 jours

A qui s'adresse cette formation

- Service management and delivery roles (e.g., IT Manager Operations, IT Service Manager)
- Service delivery specialists (e.g., IT Operations Specialist)
- Process leads (e.g. Relationship Management, Service Level Management)

Pré-requis

- ITIL 4 Foundation
- Accredited training or Official eLearning

Objectifs

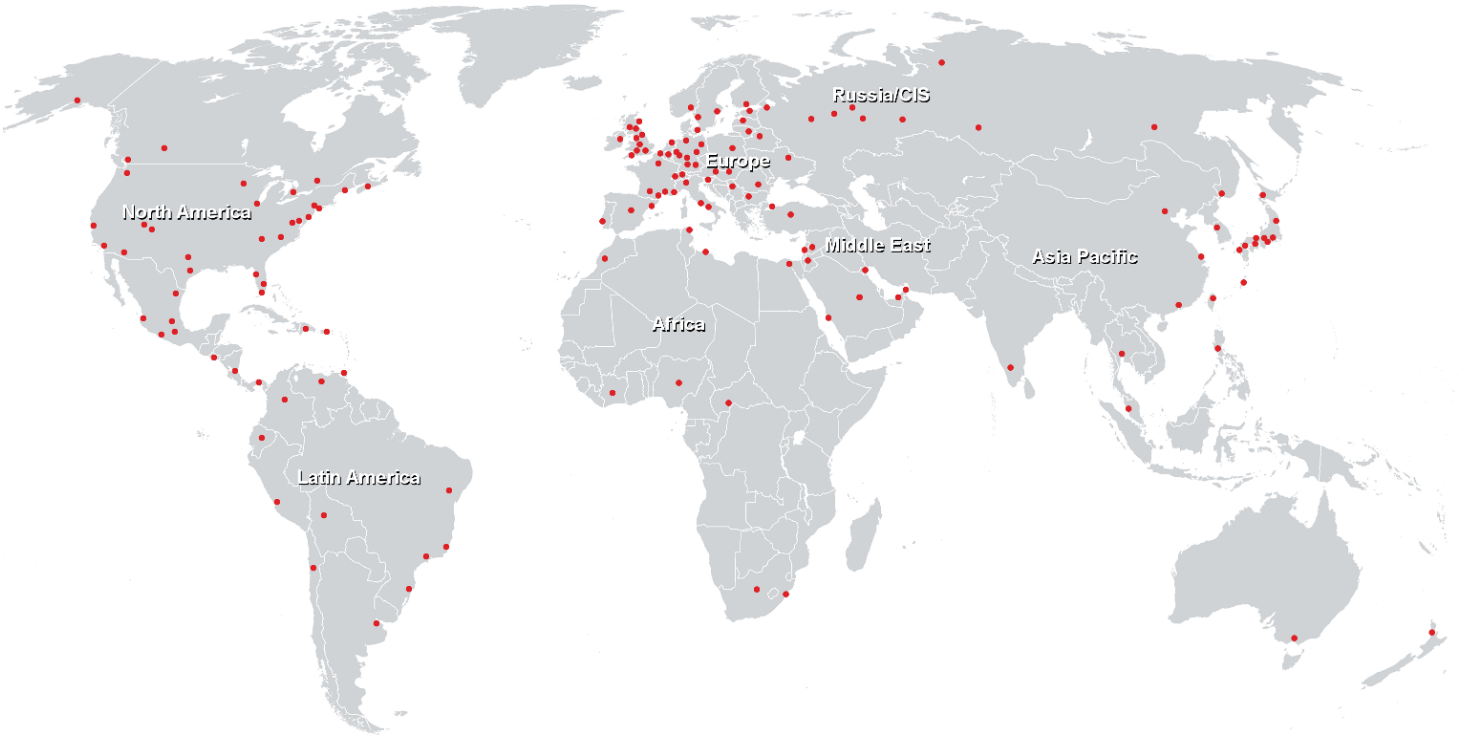
- Strengthens collaboration and assurance across service management activities
- Supports effective governance of service management practices
- Improves relationships across internal and external stakeholders
- Builds a stronger competitive advantage through a culture of continual improvement
- Aligns strategic goals with tactical and operational plans to support business success

Contenu

This module provides candidates with an understanding of the key concepts, principles, value, and challenges of five ITIL management practices: Relationship Management, Supplier Management, Service Level Management, Continual Improvement, and Information Security Management. It offers best-practice guidance at both strategic and operational levels to help organizations maximise value from these practices.

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Centres de formation dans le monde entier





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