ITIL Version 5 Foundation (ITIL5F)

ID ITIL5F **Prix** CHF 2 200,– (Hors Taxe) **Durée** 2 jours

A qui s'adresse cette formation

ITIL Foundation (Version 5) training is essential for individuals working in organizations committed to managing digital products, services, customer experience, and end-to-end digital operations. This includes ITSM and IT operations professionals, service managers, product managers, CX leaders, internal technical teams, digital delivery teams, enterprise leaders and transformation teams, and managed service providers. This course is also mandatory for individuals planning on certifying in advanced ITIL framework classes.

Pré-requis

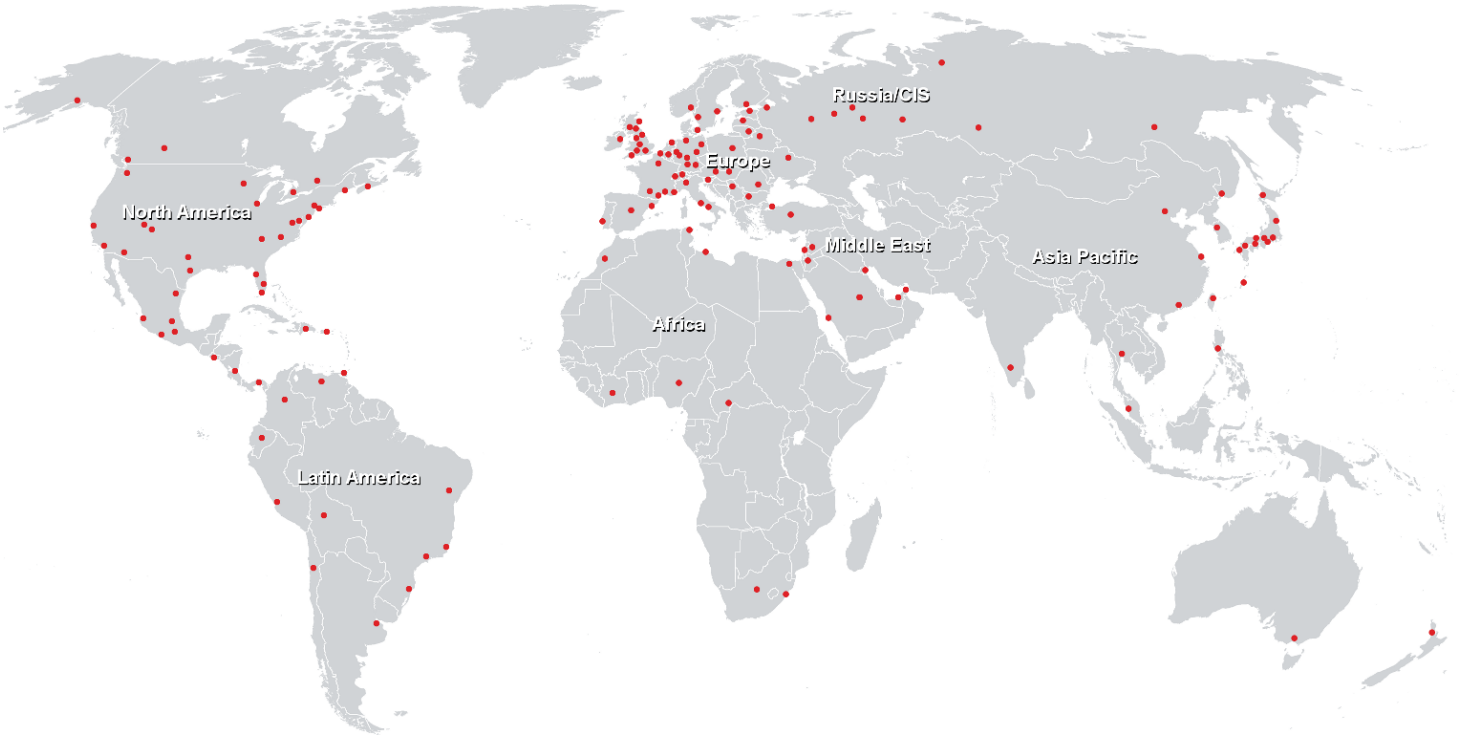
Familiarity with some aspects of IT management, product management, service management, or experience management is recommended.

Objectifs

- Key concepts of digital product and service management
- How value is co-created with consumers and partners
- The ITIL product and service lifecycle model
- The ITIL value system
- The ITIL value chain
- The four dimensions of Product and Service Management
- The ITIL Management Practices
- The ITIL guiding principles

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Centres de formation dans le monde entier





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