ITIL Monitor, Support and Fulfil (Version 5) (ITIL5MSF)

ID ITIL5MSF **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 Specialist: Operations)
- Process leads (e.g., Incident Management, Problem Management)

Pré-requis

- ITIL 4 Foundation
- Accredited training or Official eLearning

Objectifs

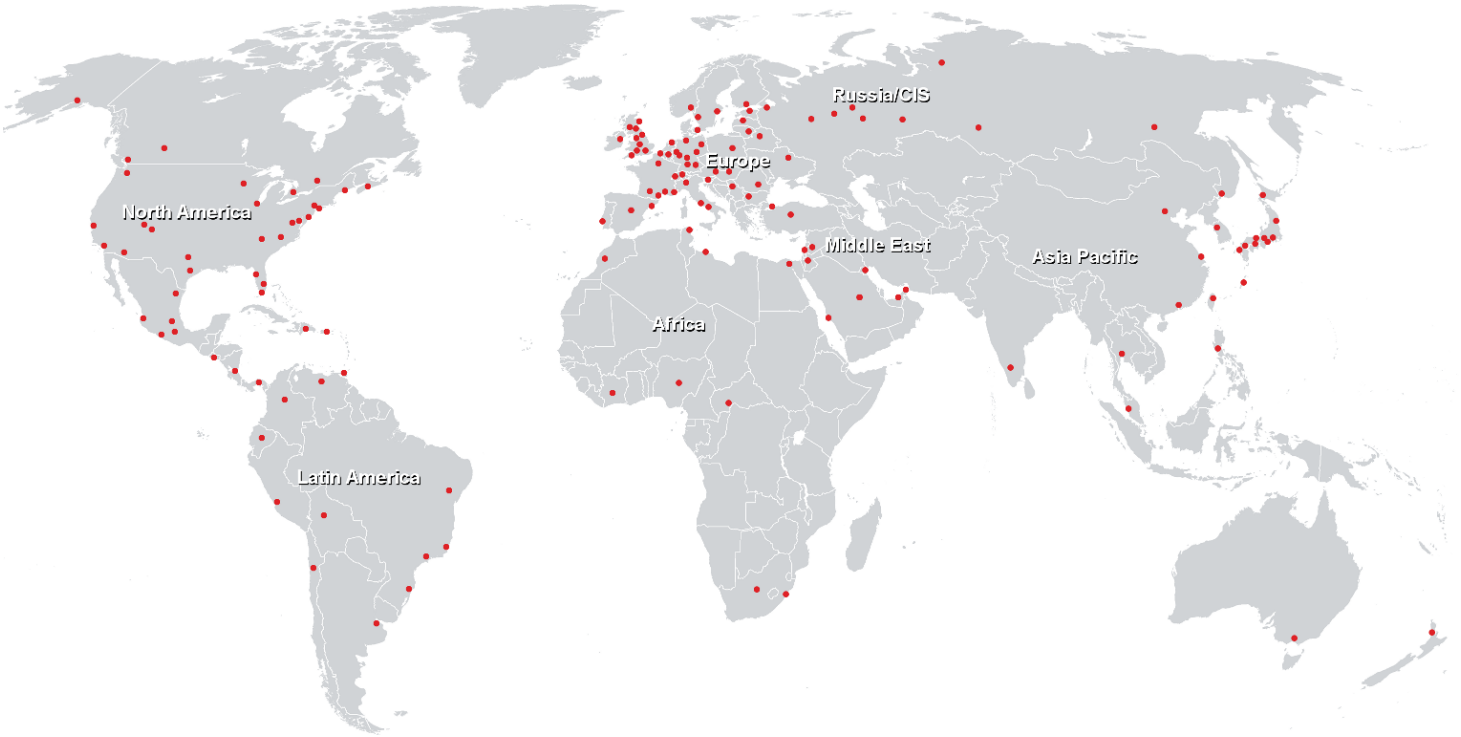
Enhances operational performance across core service management practices Supports consistent delivery of customer expectations and business value Aligns strategic objectives with tactical and operational execution to support overall business success

Contenu

This module provides candidates with an understanding of the key concepts, principles, value, and challenges of five ITIL management practices: Incident Management, Service Desk, Service Request Management, Monitoring and Event Management, and Problem Management. It provides 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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