ITIL Plan, Implement and Control (Version 5) (ITIL5PIC)

ID ITIL5PIC **Prix** CHF 3 400,– (Hors Taxe) **Durée** 3 jours

A qui s'adresse cette formation

- Service management and service delivery roles (e.g., IT Operations Manager, IT Service Manager)
- Service delivery specialists (e.g., IT Operations Specialists)
- Process leads (e.g., Change Enablement, IT Asset Management)

Pré-requis

- ITIL 4 Foundation
- Accredited training or Official eLearning

Objectifs

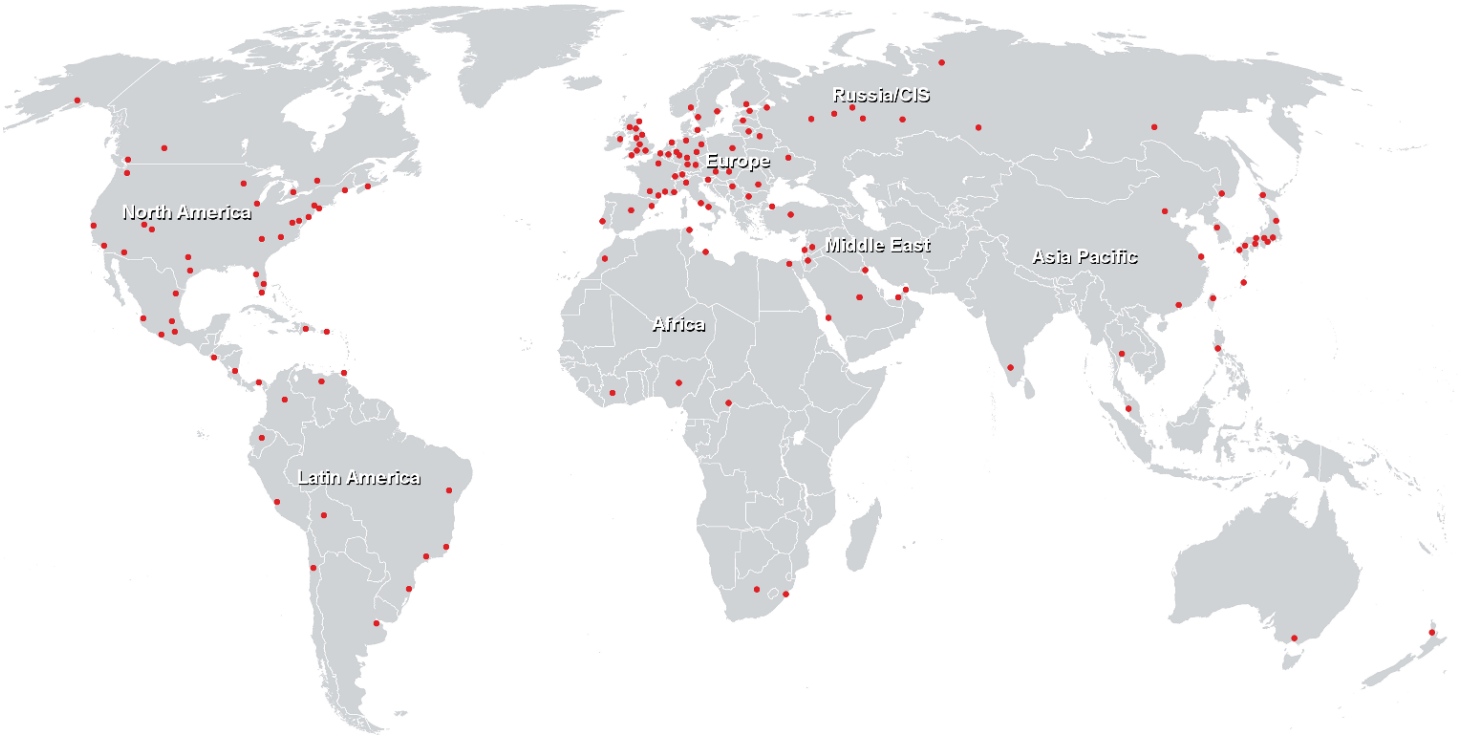
- Supports effective execution of strategy through controlled change and implementation
- Enables strong governance of service management activities
- Improves coordination and collaboration across teams and stakeholders
- Aligns strategic objectives with tactical and operational plans to support business success

Contenu

This module provides candidates with an understanding of the key concepts, principles, value, and challenges of five ITIL management practices: Change Enablement, Deployment Management, Release Management, Service Configuration Management, and IT Asset Management. It offers best-practice guidance at both strategic and operational levels to help organisations maximise value from these practices.

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Centres de formation dans le monde entier





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