

## ITIL® 4 Foundation Update (ITIL4FU)

**ID** ITIL4FU **Prix** CHF 810,- (Hors Taxe) **Durée** 1 jour

### A qui s'adresse cette formation

For example, you are a manager or employee of a service or IT organization, director, executive, IT professional or business manager. Or you want to gain a basic understanding of ITIL and obtain the official certificate.

### Cette formation prépare à la/aux certifications

ITIL® 4 Foundation (FOUNDATION)

### Pré-requis

You need the ITIL v3 Foundation certification to attend this training.

### Objectifs

You will learn the basics of IT Service Management according to ITIL4 at Foundation Level. This includes the basic ITIL4 principles, practices and roles. During the training you will acquire the necessary language skills and prepare yourself optimally for the official ITIL4 Foundation exam. The ITIL Foundation exam tests the theoretical knowledge you have acquired so that you can move confidently in IT service management practice and successfully master the further path to becoming a managing professional or leader.

This training is provided by our partner Serview. Serview is a PeopleCert accredited training organization.

### Contenu

In this training you will learn the differences between ITIL v3 Foundation and ITIL4 Foundation.

## Centres de formation dans le monde entier



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