IT SERVICE MANAGEMENT

HK$7,600
EARLY-BIRD DISCOUNT

CERTIFIED

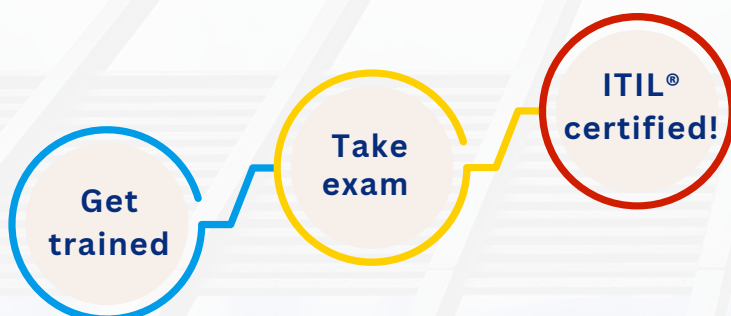**ITIL CERTIFICATIONS**

ITIL V4 FOUNDATION TRAINING

ABOUT THE COURSE

ITIL is used by organizations around the world to deliver value and maintain minimum quality benchmarks. It serves as a framework to define compliance and set in place strategies for improvement. No wonder it is among the most sought-after frameworks as organisations are realizing the benefits of following organizational best practices and improving the overall processes to see profits.

TOPICS COVERED

- Key concepts of service management
- The four dimensions of service management
- Service value system
- ITIL guiding principles (for an effective service management decision.)
- Service value chain
- Basic governance structuring and modeling
- Continual improvement
- ITIL management practices

ITIL® 4 FOUNDATION CERTIFICATION JOURNEY

Get trained

Take exam

ITIL® certified!

EXAMINATION DETAILS

- ITIL 4 Training Foundation certification exam
- Exam fee excluded in course fee
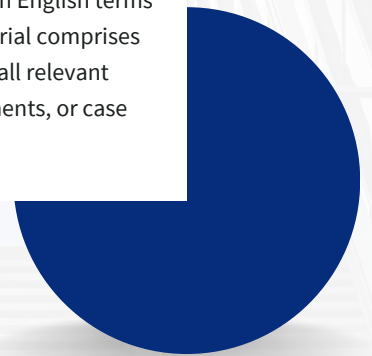- Examination Format. Online, closed-book exam. 40 questions; Multiple choice; required to pass (65%); 60 minutes

ABOUT THE CERTIFICATE

1. Course Completion Certificate
2. ITIL 4 Foundation Certification

   Renew your certificate after a period of 3 years from the date that the certificate is awarded.

COURSE DETAILS

- Duration: 16 hours, 4 sessions of 4 hours each
- Delivery Method: Live Virtual
- Language: English with English terms
- Training, course material comprises of the study plan and all relevant assignments, assessments, or case studies included

APPLY NOW ›

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