

ITIL® 4 Awareness

Course Description

ITIL® is the world's leading best practice framework for implementing IT service management. Organizations use ITIL to plan, implement, support, and improve services and create value for their customers.

In this course, you will learn the foundational knowledge and skills for adopting and adapting best practices for IT service management (ITSM) in your organization.

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Course Objectives

In this course, you will identify the components of the ITIL 4 framework and describe key service management concepts.

Target Student:

This course is designed for anyone who would like a bird's eye view of IT Service Management, its principles and practices, and how it will help you deliver better value to your customers. It is appropriate for all IT staff and management of organizations who work closely with IT to support business requirements.

Course Prerequisites

To ensure your success in this course, some level of work experience in IT service support or IT service delivery is highly recommended.

Course Content

- Introduction to ITIL
- Key Concepts of ITIL

Course Duration

1 day