ITIL-3 - ITIL SERVICE (VERSION 5)

Categoria: **ITIL**

INFORMAZIONI SUL CORSO

Durata:	Categoria:	Qualifica Istruttore:	Dedicato a:	Produttore:
3 Giorni	ITIL	Docente accreditato PeopleCert	Manager	PeopleCert

OBIETTIVI

Al termine del corso i partecipanti saranno in grado di applicare i principi ITIL in contesti operativi, integrando pratiche di miglioramento continuo.

PREREQUISITI

Ènecessario avere una buona conoscenza della lingua inglese.
Èinoltre richiesto il possesso di almeno una di queste due certificazioni:

- ITIL 4 Foundation
- ITIL Foundation (Version 5)

CONTENUTI

Digital products and services
Introduction to digital products and services / The digital product and service lifecycle management activities

Discover
Key concepts and practices of the ‘discover’ activity / Steps and outputs of the ‘discover’ activity / Success factors and metrics of the ‘discover’ activity

Design
Key concepts and practices of the ‘design’ activity / Steps and outputs of the ‘design’ activity / Success factors and metrics of the ‘design’ activity

Acquire
Key concepts and practices of the ‘acquire’ activity / Steps and outputs of the ‘acquire’ activity / Success factors and metrics of the ‘acquire’ activity

Build
Key concepts and practices of the ‘build’ activity / Steps and outputs of the ‘build’ activity / Success factors and metrics of the ‘build’ activity

Transition
Key concepts and practices of the ‘transition’ activity / Steps and outputs of the ‘transition’ activity / Success factors

and metrics of the ‘transition’ activity

Operate
Key concepts and practices of the ‘operate’ activity / Steps and outputs of the ‘operate’ activity / Success factors and metrics of the ‘operate’ activity

Deliver
Key concepts and practices of the ‘deliver’ activity / Steps and outputs of the ‘deliver’ activity / Success factors and metrics of the ‘deliver’ activity

Support
Key concepts and practices of the ‘support’ activity / Steps and outputs of the ‘support’ activity / Success factors and metrics of the ‘support’ activity

The ITIL Product and Service Lifecycle
Managing the end-to-end lifecycle / ITIL, AI and other frameworks

INFO

Esame: ITIL Service (Version 5) - erogato da PeopleCert.
Materiale didattico: Materiale didattico ufficiale
Costo materiale didattico: incluso nel prezzo del corso a Calendario
Natura del corso: Teorico Metodologico