

ITIL-3 - ITIL SERVICE (VERSION 5)

Categoria: ITIL

INFORMAZIONI SUL CORSO



Durata:
3 Giorni



Categoria:
ITIL



Qualifica Istruttore:
Docente accreditato
PeopleCert



Dedicato a:
Manager



Produttore:
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

È necessario avere una buona conoscenza della lingua inglese.

È inoltre 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, costo incluso nel prezzo del corso a Calendario.

Materiale didattico: Materiale didattico ufficiale

Costo materiale didattico: incluso nel prezzo del corso a Calendario

Natura del corso: Teorico Metodologico