

Contenuto dettagliato ITIL® Foundation

Il corso copre i seguenti argomenti.

Introduzione

- Introduzione al corso ITIL Foundation
- Introduzione al Service Management

Service Strategy

- Introduzione al Service Strategy
- Service Portfolio Management
- Financial Management for IT Services e Risk Management
- Business Relationship Management

Service Design

- Introduzione al Service Design
- Service Catalogue Management
- Service Level Management
- Capacity Management
- Availability Management
- IT service continuity management
- Information security management
- Supplier Management
- Design Coordination

Service Transition

- Introduzione al Service Transition
- Change Management
- Service asset and configuration management
- Release and deployment management
- Knowledge Management
- Transition Planning and Support

Service Operation

- Introduzione al Service Operation
- Event Management
- Incident Management
- Request Fulfilment
- Problem Management
- Access Management
- Introduzione alle funzioni di Service Operation
- Service Desk
- Operations Management
- Technical Management
- Application Management
- La comunicazione

Continual Service Improvement

- Introduzione al Continual Service Improvement
- Misurazione del servizio
- CSI approccio e processi