

TI111**PROCESS MANAGEMENT**

ITIL® 2011: Foundation ITIL® with Exam

 Top pick**DURATION**
3 DAYS**REGULAR FEE**
1 850 \$**PREFERENTIAL FEE**
1 570 \$

Objectives

To provide the knowledge and skills required to master the processes, techniques and issues related to the provision and support of IT services defined in ITIL®, and to prepare for the international ITIL® 2011 Foundation certification.

Targeted audience

Managers, IT specialists and project managers.

Prerequisite

None.

Content

- Introduction to IT service management and best practices
- The life cycle of IT services
- Planning for IT service improvement based on a proven reference model
- Roles and responsibilities in the management of IT services
- A complete and standardized vocabulary for describing IT service management
- The realignment of the enterprise according to a perspective based on services
- The objectives of the 26 processes and functions described in the framework of ITIL® 2011
- Exam preparation
- Exam

Material Note

The training material is based on the APMG syllabus: ITIL® V3 Foundation Certificate Syllabus v5.5.

Exam Note

Practice exams: Practice exams provided by APMG will be distributed to participants in order to help them prepare for writing the certification exam.

Legal Note

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Select the training date*

Montreal	March 4 to March 6 2020
Quebec City	March 4 to March 6 2020
Gatineau	March 4 to March 6 2020
Montreal	April 29 to May 1 2020
Quebec City	April 29 to May 1 2020
Gatineau	April 29 to May 1 2020
Quebec City	November 25 to November 27 2020
Montreal	November 25 to November 27 2020
Gatineau	November 25 to November 27 2020

Accreditation and partners association



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