

TI173

PROCESS MANAGEMENT

# ITIL4® : Management of IT Services - ITIL®4 Foundation without exam

**DURATION**  
**3 DAYS**

**REGULAR FEE**  
**1 450 \$**

**PREFERENTIAL FEE**  
**1 230 \$**

## Objectives

To provide the knowledge and skills required to describe the notion of value system, value chain, the practices and roles that an IT organization needs in order to provide quality IT services within its company and to its clients.

## Targeted audience

Staff members involved in delivering and managing IT services on a daily basis. Participants must have at least three to six-months' experience working in an IT company.

## Prerequisite

None.

## Content

- Service value and value chain system
- Service frameworks related to IT management
- Service and service management concepts
- Presentation of 18 IT service management practices

## Exam Note

The official AXELOS Foundation ITIL4® exam is included (40 multiple-choice questions in 60 minutes). It is recommended that training be taken with a certified organization using certified material.

## Legal Note

"ITIL® is a registered trade mark of AXELOS Limited." "IT Infrastructure Library® is a registered trade mark of AXELOS Limited." "The Swirl logo™ is a trade mark of AXELOS Limited." "Accredited ITIL® training is provided by Quali7 International, a LCS Accredited Training Organisation."

## Select the training date\*

Montreal	September 18 to September 20 2019
Quebec City	September 18 to September 20 2019
Gatineau	September 18 to September 20 2019
Montreal	November 18 to November 20 2019
Ottawa	November 18 to November 20 2019
Montreal	December 4 to December 6 2019
Quebec City	December 4 to December 6 2019
Gatineau	December 4 to December 6 2019
Gatineau	January 8 to January 10 2020
Quebec City	January 8 to January 10 2020
Montreal	January 8 to January 10 2020
Quebec City	February 17 to February 19 2020
Gatineau	February 17 to February 19 2020
Montreal	February 17 to February 19 2020
Montreal	March 16 to March 18 2020
Ottawa	March 16 to March 18 2020
Montreal	March 23 to March 25 2020
Quebec City	March 23 to March 25 2020
Gatineau	March 23 to March 25 2020
Gatineau	April 29 to May 1 2020
Quebec City	April 29 to May 1 2020

Montreal	April 29 to May 1 2020
Montreal	May 4 to May 6 2020
Ottawa	May 4 to May 6 2020
Montreal	June 8 to June 10 2020
Quebec City	June 8 to June 10 2020
Gatineau	June 8 to June 10 2020
Montreal	June 17 to June 19 2020
Ottawa	June 17 to June 19 2020

## Accreditation and partners association



The PMI Registered Education Provider logo is a registered mark of the Project Management Institute, Inc.

**20 PDU**

440 René-Lévesque West Blvd, 5th Floor, Montreal (Quebec) H2Z 1V7

Phone: 514 380 0380 | toll free: 514 380 0380 (Mt) / 418 681 0865 (Qc) / 1 877 380 8228

<http://www.technologia.com/en/project-management-and-processes/process-management/basic-concepts/itil4-management-of-it-services-itil4-foundation-without-exam/>

Contact Us: [formation@technologia.ca](mailto:formation@technologia.ca)

© 2019 All rights reserved Groupe informatique Technologia inc.