



ITIL V4 Training Certification



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About the Program

Our ITIL certification training familiarizes candidates with the fundamental concepts, techniques, processes, and terminologies of IT industry services and prepares them for the ITIL exam. Wissenhive's ITIL V4 Foundation training, you will get an overview of the ITIL framework and the ITIL 4 lifecycle.

This certification is suitable for learners who are willing to acquire basic knowledge of the ITIL framework and the proper utilization for the better quality of IT service management within an association. This certification provides first-level training to learners providing, supporting, or delivering IT-enabled services in digital and modern organizations.

Key Training Features

-  Ask Questions Real-Time and Interact with the Trainer Live
-  Learner assistance and support - 24x7x365
-  Flexible classes
-  High-quality content created by industry experts
-  Professionally designed Student Training Material
-  High-Quality Audio-Video Lectures
-  Lifetime Training Access
-  Assessments



Training Options

- Self-paced Training
- Live Virtual Classes
- One on One Training

Why ITIL 4?

- Higher Paying Opportunities
- Gain Knowledge and Credibility
- Stand Out Among the Ordinary
- Knowledge of ITIL Best Practices
- Better Career Growth & Job Opportunities
- Better ROI with Flexibility
- Sharpen your IT Skillset



What will you learn?

- ITIL key concepts and central principles
- ITIL process models
- ITSM efficiency
- Risk Management
- Increase productivity
- Strengthen customer relations
- Reduction in the cost of service development and deployment
- Build an Agile IT environment



Career Option with Salary Compensation

Solutions Architect

- Minimum - \$75,000
- Avg Salary - \$119,000
- Maximum - \$160,000

Project Manager

- Minimum - \$57,000
- Avg Salary - \$89,000
- Maximum - \$128,000

Systems Administrator

- Minimum - \$45,000
- Avg Salary - \$63,000
- Maximum - \$88,000

Service Delivery Manager

- Minimum - \$51,000
- Avg Salary - \$87,000
- Maximum - \$134,000

Systems Engineer

- Minimum - \$53,000
- Avg Salary - \$76,000
- Maximum - \$108,000



Target Audience

- IT Professionals
- Project Managers
- IT Executives
- Operations Managers
- IT Audit Managers
- Business Managers
- Systems Engineer
- ITSM Managers
- Solution Architect
- Service Delivery Manager
- Systems Administrator



Prerequisites

There are certainly no prerequisites needed for taking the ITIL V4 Certification, which makes it friendly and helps in creating a base for beginners.



ITIL Examination Details

ITIL (Information Technology Infrastructure Library) Foundation or V4 is an entry-level certification training for the globally accepted framework for ITSM (IT Service Management). The knowledge associated with the credential will enable pupils to apply the principles and processes of ITIL in your ITSM job role and expand their career prospects. ITIL 2011 Foundation, the upgraded version of ITIL V3, is the latest version of this certification.

The ITIL Foundation Examination Format covers are as follows:

- Question Type: Multiple choices
- No. of Questions: 40 questions per paper
- Examination duration: 60 minutes
- Examination Result: 26 marks required to pass (out of 40 available), or 65%



Course Content:

1. In-depth Introduction to ITIL 4 (including feature, component, and benefits)

2. ITIL key concepts of Service Management

- Service and Service Management
- Components of Service Value
- Stakeholders of Service Management
- Service providers and Service consumers
- Products, Services, and Service Offering
- Service Relationships
- IT Service provider models and IT Governance
- Value Outcomes, Risks, Costs, and Service Relationships

3. Stakeholders of Service Management

- Organizations and People
- Information and technology and its regulation
- Partners and suppliers
- Value streams and processes
- Organization strategy

4. Service Value System

- ITIL Service Value System and its components
- Service Value Chain
- Service Value Streams
- ITIL Guiding Principles
 - (1) Focus on Value and Start where you are
 - (2) Progress Iteratively with Feedback
 - (3) Collaborating and Promoting Visibility
 - (4) Think and Work Holistically
 - (5) Optimization and Automation
- Opportunity, demand, and value



Course Content:

5. ITIL Management Practices

- Information security management
- Supplier management
- Availability management
- Relationship management
- Performance and capacity management
- Change control
- IT asset management
- Incident management
- Event management and monitoring
- Service configurations management
- Release management
- Deploy management
- Service continuity management
- Service level management
- Service request management
- Service desk



Contact us

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If you have any further questions or would like to chat with us, give us a call

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