ITP ITIL4CAI - ITIL® 4 SPECIALIST: COLLABORATE, ASSURE AND IMPROVE ELEARNING (SELF-STUDY + ESAME)

CORSO IN AUTOAPPRENDIMENTO

Durata	Prezzo	Orari	Calendario
10 ore	~~1.295,00€~~ 1.190,00€ + IVA		

Il **corso ITIL® 4 Specialist: Collaborate, Assure and Improve eLearning** è la proposta ufficiale Peoplecert per chi desidera studiare da solo, con i propri tempi e ritmi.

Il corso ITIL 4 Specialist Collaborate, Assure and Improve è un modulo combinato che copre i concetti chiave di 5 pratiche ITIL:

- Gestione delle relazioni
- Gestione dei fornitori
- Gestione dei livelli di servizio
- Miglioramento continuo
- Gestione della sicurezza delle informazioni.

Il corso prepara i partecipanti all'esame di certificazione ITIL 4 Specialist Collaborate, Assure and Improve.

PIPELINE è accreditata come ATO Affiliate e eroga il corso in collaborazione con il Partner Green Mill Solutions, un ATO accreditato da PeopleCert.

ITIL® è un marchio registrato di PeopleCert Group il cui uso è consentito solamente previa autorizzazione di PeopleCert. Tutti i diritti riservati.

Contenuti del corso

Key concepts

Understand the purpose and key concepts of the Plan, Implement, and Control practices, highlighting their importance in establishing, executing, and governing IT service strategies effectively.

Practice success factors

Learn about practice success factors (PSF) and key practice metrics, essential for evaluating the effectiveness and maturity of the Plan,

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Microsoft Solutions Partner   CompTIA Authorized Partner DELIVERY PARTNER   ITIL LICENSED AFFILIATE PeopleCert on behalf of AXELOS

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Implement, and Control practices in achieving strategic objectives.

Practice processes

Explore processes, including key activities, and learn how to integrate them into your organisation's value stream to ensure coherent planning, effective implementation, and robust control mechanisms.

Roles and competencies

Focus on key roles within the Plan, Implement, and Control practices, and understand how to position the practices effectively within your organisation. Develop the necessary competencies for planning, executing, and controlling IT service strategies.

Information and technology

See how Information and Technology can support and enable the Plan, Implement, and Control practices to deliver improvements, providing tools and systems for effective planning, implementation, and control.

Partners and suppliers

Explore the role of partners and suppliers in the Plan, Implement, and Control practices, understanding how to collaborate effectively to enhance strategy execution and governance.

The ITIL Capability model

Discover how the capability criteria support the practices' capability development, ensuring alignment with industry best practices and organisational requirements for effective planning, implementation, and control.

Practice success

Learn strategies for succeeding with the Plan, Implement, and Control practices and understand how they are supported by the ITIL guiding principles, ensuring the establishment of effective IT service strategies and governance frameworks to achieve business goals.

Partecipanti

Questo corso ITIL 4 Specialist: Plan, Implement and Control è pensato per:

- Professionisti IT, CIO, CTO, IT/IS Manager, IT Security Manager
- Business Manager, Team Leader, Designer, Planner, IT Consultant, IT Auditor
- IT Security Manager, Service Test Manager e Consulenti IT
- ITSM Trainer e Coach
- Professionisti in ambiente IT Service Management

Obiettivi

Lo scopo del corso ITIL 4 Specialist Plan, Implement & Control è ottenere la comprensione e applicazione dei concetti chiave trattati nelle cinque pratiche di gestione ITIL, sia a livello strategico che operativo, massimizzando il valore di queste pratiche:

- Change Enablement,
- Deployment Management,
- Release Management,
- Service Configuration Management,
- IT Asset Management.

Prerequisiti

Per partecipare con profitto al corso ITIL 4 Specialist: Plan, Implement and Control i partecipanti devono essere in possesso della certificazione ITIL 4 Foundation.

Lingua

Il materiale didattico è in lingua Inglese

Materiali e Bonus

Il corso ITIL® 4 Specialist: Plan, Implement and Control include:

- **corso e-learning** accessibile per 1 anno;
- **documentazione** didattica digitale;
- un **voucher** per l'iscrizone all'esame di certificazione.

Contenuti del corso

Key concepts

Understand the key concepts of Relationship Management, Supplier Management, Service Level Management, Continual Improvement, and Information Security Management, elucidating their significance in fostering collaboration, ensuring service quality, driving continual improvement, and maintaining information security.

Practice success factors

Introduce the practice success factors (PSF) and key metrics of the practices, essential for evaluating the effectiveness and maturity of Collaborate, Assure, and Improve practices in achieving organisational goals and delivering value to stakeholders.

Practice processes

Explore processes including key activities and learn how to integrate the practices into the organisation's value stream to enhance collaboration, assurance, and improvement across service delivery processes.

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Roles and competencies

Focus on the key roles of the Collaborate, Assure, and Improve practices and understand how to position the practices effectively within the organisation. Develop the necessary competencies for driving collaboration, ensuring assurance, and facilitating improvement initiatives.

Information and technology

Explore how Information and technology can support and enable the Collaborate, Assure, and Improve practices to deliver improvements, providing tools, technologies, and best practices for enhancing collaboration, assurance, and continual improvement efforts.

Partners and suppliers

Focus on the role of partners and suppliers in the Collaborate, Assure, and Improve practices, understanding how to collaborate effectively to leverage external expertise, resources, and capabilities to enhance service delivery and achieve organisational goals.

The ITIL capability model

Explore how the capability criteria support the practices' capability development, ensuring alignment with industry best practices and organisational requirements for effective collaboration, assurance, and improvement practices.

Practice success

Focus on the recommendations for Collaborate, Assure, and Improve success and understand how they are supported by the ITIL guiding principles, ensuring the establishment of a culture of collaboration, assurance, and continual improvement to drive organisational success.

Partecipanti

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- Professionisti IT, CIO, CTO, IT/IS Manager, IT Security Manager
- Business Manager, Team Leader, Designer, Planner, IT Consultant, IT Auditor
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Obiettivi

Al termine del corso ITIL 4 Specialist Collaborate, Assure and Improve gli allievi:

- Avranno acquisito esperienza nello sviluppo, nell'implementazione, nel monitoraggio e nella comunicazione dei piani di cambiamento, dei programmi e dello stato delle modifiche ai prodotti e ai servizi IT per gli stakeholder.

- Comprenderanno come la governance organizzativa valuta, dirige e monitora le attività di gestione dei servizi.
- Avranno imparato a stabilire, analizzare, monitorare e migliorare i legami tra l'organizzazione e i suoi stakeholder a livello strategico e tattico.

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