ITIL Certification Training Course

About
DevOpsSchool

DevOpsSchool is a unit of "Cotocus PVT ltd" and a leading platform which helps IT organizations and professionals to learn all the emerging technologies and trend which helps them to learn and embrace all the skills, intelligence, innovation and transformation which requires to achieve the end result, quickly and efficiently. We provide over 40 specialized programs on DevOps, Cloud, Containers, Security, AI, ML and on Big data that are focused on industry requirement and each curriculum is developed and delivered by leading experts in each domain and aligned with the industry standards.

ABOUT COURSE

This ITIL certification introduces learners to ITIL 4, the newest version of the ITIL exam, to understand and improve an IT-enabled enterprise. This ITIL V4 certification course will help you understand the concepts, languages, best practices, and processes utilized in the ITIL 4 lifecycle. This ITIL foundation course provides you with a firm understanding of the ITIL 4 framework, core concepts and terminologies of ITIL service lifecycle. By the end of this ITIL certification, you will understand how ITIL evolved to adopt modern technologies and operational processes as well as the necessary concepts in a service management framework.

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Duration	15 Hours
Mode	Online (Instructor-led, live & Interactive)
Projects (Real time scenario based)	1

FEATURES	DEVOPSSCHOOL	OTHERS
Faculty Profile Check	✔	✘
Lifetime Technical Support	✔	✘
Lifetime LMS access	✔	✘
Top 25 Tools	✔	✘
Interviews Kit	✔	✘
Training Notes	✔	✘
Step by Step Web Based Tutorials	✔	✘
Training Slides	✔	✘
Training + Additional Videos	✔	✘

AGENDA OF THE IMPLEMENTING MICROSERVICES USING CONTAINERS

Lesson 01 - Course Introduction

- 1.01 Course Introduction

Lesson 02 - Key Concepts of Service Management

- 2.01 Key Concepts of Service Management

- 2.02 Service Management

- 2.03 Stakeholders of Service Management

- 2.04 Service Consumer Roles

- 2.05 Products and Services

- 2.06 Service Offerings

- 2.07 Service Relationships

- 2.08 Value Outcomes, Costs, and Risks Service Relationships

- 2.09 Risks

- 2.10 Utility and Warranty

- 2.11 Key Takeaways

- Knowledge Check

Lesson 03 - Four Dimensions of Service Management

- 3.01 Four Dimensions of Service Management

- 3.02 Dimensions of Service Management

- 3.03 Organizations and People

- 3.04 Information and Technology

- 3.05 Information and Technology Regulations

- 3.06 Selecting the Right Technology

- 3.07 Factors Influencing Technology

- 3.08 Cloud Computing

- 3.09 Partners and Suppliers

- 3.10 Organization Strategy

- 3.11 Value Streams and Processes

- 3.12 Processes

- 3.13 Factors Affecting Service Providers

- 3.14 Key Takeaways

- Knowledge Check

Lesson 04 - The ITIL Service Value System

- 4.01 The ITIL Service Value System
- 4.02 Service Value System
- 4.03 Components of SVS
- 4.04 Organizational Silos
- 4.05 ITIL Guiding Principles
- 4.06 Focus on Value
- 4.07 Applying the Principle - Focus on Value
- 4.08 Start Where You Are
- 4.09 Applying the Principle - Start Where You Area
- 4.10 Progress Iteratively with Feedback
- 4.11 Applying the Principle - Progress Iteratively with Feedback
- 4.12 Collaborate and Promote Visibility
- 4.13 Applying the Principle - Collaborate and Promote Visibility
- 4.14 Think and Work Holistically
- 4.15 Applying the Principle - Think and Work Holistically
- 4.16 Keep It Simple and Practical00:46
- 4.17 Applying the Principle - Keep It Simple and Practical
- 4.18 Optimize and Automate
- 4.19 Applying the Principle - Optimize and Automate
- 4.20 Principle Interaction
- 4.21 Key Takeaways
- knowledge Check

Lesson 05 - The Service Value Chain

- 5.01 The Service Value Chain
- 5.02 The Service Value Chain Overview
- 5.03 Plan Activity
- 5.04 Improve Activity
- 5.05 Engage Activity
- 5.06 Design and Transition Activity
- 5.07 Obtain or IBuild Activity
- 5.08 Deliver and Support Activity
- 5.09 Service Value Streams
- 5.10 Key Takeaways
- Knowledge Check

- 6.01 ITIL Management Practices

- 6.02 Continual Improvement

- 6.03 Information Security Management

- 6.04 Relationship Management

- 6.05 Supplier Management

- 6.06 Supplier Management Activities

- 6.07 Change Enablement

- 6.08 Incident Management

- 6.09 IT Asset Management

- 6.10 IT Asset Management Activities

- 6.11 Monitoring and Event Management

- 6.12 Problem Management

- 6.13 Release Management

- 6.14 Service Configuration Management

- 6.15 Service Desk

- 6.16 Service Level Management

- 6.17 Service Request Management

- 6.18 Deployment Management

- 6.19 ITIL Terms

- 6.20 Key Takeaways

- Knowledge Check

Thank you!

Connect with us for more info

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