

# ITIL-3 - ITIL SERVICE (VERSION 5)

Categoria: ITIL

## INFORMAZIONI SUL CORSO



Durata:  
3 Giorni



Categoria:  
ITIL



Qualifica Istruttore:  
Docente accreditato  
PeopleCert



Dedicato a:  
Manager



Produttore:  
PeopleCert

## OBIETTIVI

Al termine del corso i partecipanti saranno in grado di applicare i principi ITIL in contesti operativi, integrando pratiche di miglioramento continuo.

## PREREQUISITI

È necessario avere una buona conoscenza della lingua inglese.

È inoltre richiesto il possesso di almeno una di queste due certificazioni:

- ITIL 4 Foundation
- ITIL Foundation (Version 5)

## CONTENUTI

### Digital products and services

Introduction to digital products and services / The digital product and service lifecycle management activities

### Discover

Key concepts and practices of the 'discover' activity / Steps and outputs of the 'discover' activity / Success factors and metrics of the 'discover' activity

### Design

Key concepts and practices of the 'design' activity / Steps and outputs of the 'design' activity / Success factors and metrics of the 'design' activity

### Acquire

Key concepts and practices of the 'acquire' activity / Steps and outputs of the 'acquire' activity / Success factors and metrics of the 'acquire' activity

### Build

Key concepts and practices of the 'build' activity / Steps and outputs of the 'build' activity / Success factors and metrics of the 'build' activity

### Transition

Key concepts and practices of the 'transition' activity / Steps and outputs of the 'transition' activity / Success factors

and metrics of the 'transition' activity

### **Operate**

Key concepts and practices of the 'operate' activity / Steps and outputs of the 'operate' activity / Success factors and metrics of the 'operate' activity

### **Deliver**

Key concepts and practices of the 'deliver' activity / Steps and outputs of the 'deliver' activity / Success factors and metrics of the 'deliver' activity

### **Support**

Key concepts and practices of the 'support' activity / Steps and outputs of the 'support' activity / Success factors and metrics of the 'support' activity

### **The ITIL Product and Service Lifecycle**

Managing the end-to-end lifecycle / ITIL, AI and other frameworks

## **INFO**

**Esame:** ITIL Service (Version 5) - erogato da PeopleCert.

**Materiale didattico:** Materiale didattico ufficiale

**Costo materiale didattico:** incluso nel prezzo del corso a Calendario

**Natura del corso:** Teorico Metodologico