Interested in becoming ITIL® 4 certified?

ITIL®
ACCREDITED TRAINING ORGANIZATION
PeopleCert ON BEHALF OF **AXELOS**

ITIL Foundation Certification

Overview

ITIL® 4 is used by hundreds of organisations around the world and is the only consistent and comprehensive documentation for IT Service Management. The MetaPM ITIL® Certification Course is specifically designed for anyone working in IT wanting to gain knowledge in best practice IT Service Management. ITIL® training provides a practical, no-nonsense framework for identifying, planning, delivering and supporting IT services to the business.

Course Outcomes

ITIL® participants will be able to:

- Explain how ITIL® can be used to enhance the quality of IT service management within their organisation
- Learn a common language of terms that are spoken across thousands of companies worldwide
- Develop an understanding of how all of the departments and sections within IT work together to deliver services

Related courses

- DevOps

Benefits

Benefits to the Individual
- Increased career prospects through globally recognised certification
- Enhanced knowledge of best-practice IT service management
- Provide increased value to organisations

Benefits to the Organisation
- Reduced costs through increased productivity and efficiency
- Improved delivery of third party service
- Improved IT services
- Improved customer satisfaction through a best practice approach to service delivery
- Streamlined practices to achieve consistency
- Alignment of IT services with business needs

Duration

3 days (Foundation)

Recommended

- All levels of support personnel within an IT Service Delivery Organisation
- IT Managers
- Support Team Leaders
- Service Desk Supervisors
- Change Managers
- Service Level Managers
- Problem Managers
- Operations Managers
- Account Managers who interact between IT and other departments

* Exams are included in price and duration of courses.

Let's Chat!

T : 1800 800 436
E : enquiries@metapm.com.au

3/420 Collins St
Melbourne, VIC, 3000

Course Includes

- Professional Delivery by an Accredited ITIL Training Consultant
- ITIL® Foundation Course manual
  ITIL® Foundation examination
- ITIL® Text Book
- Refreshments

Course Content

- The structure and benefits of the ITIL 4 framework
- The ITIL Service Value System
- Value and value co-creation
- The four dimensions of service management
- Organizations and people
- Information and technology
- Partners and suppliers
- Value streams and processes
- The ITIL guiding principles
- General management practices
- Service management practices
- Technical management practices

To Register

Individual and multiple attendee registrations can be made online.

To enquire about in-house courses please contact us:

T : 1800 800 436
E : enquiries@metapm.com.au

3/420 Collins St, Melbourne, VIC, 3000

MetaPM is a ITIL® ATO (Accredited Training Organisation). ITIL® is a reregistered trade mark of AXELOS Limited; The Swirl logo™ is a trade mark of AXELOS Limited.