ITIL® 4 - Half day Overview Training

Duration: **3 Day**

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This short introductory course provides a high-level overview of modern service management principles and introduces delegates to ITIL 4, the latest evolution of global best practice from PeopleCert.

As organisations increasingly rely on IT to support digital transformation and strategic business change, IT service management has become a critical capability. ITIL 4 offers a flexible, integrated system for the governance and management of IT enabled services. It reflects new ways of working, including DevOps, Agile and Lean, and addresses the challenges and opportunities of operating in digital environments.

Prerequisites

There are no prerequisites for this course.

Target audience

This course is suitable for IT professionals, customers, users, and anyone involved in the provision or receipt of IT enabled services who requires an introductory understanding of ITIL 4.

What You Will Learn

By the end of this half day session, delegates will:

- Gain a high-level understanding of modern service management principles
- Be introduced to the ITIL 4 framework and its purpose
- Recognise how ITIL 4 supports digital transformation and evolving ways of working
- Understand how ITIL 4 aligns with Agile, Lean, and DevOps approaches