

Course Code: C348

ITIL 4 Foundation Training (Voucher Included)

COURSE INFORMATION

Sessions
2 days

Duration
15 hrs

Level
Beginner

Assessment
NA

VENUE

12 Woodlands Square #07-85/86/87 Woods Square Tower 1, Singapore 737715. 5 mins walk from Woodlands (NS9) MRT station.

The venue is disabled-friendly.

WHAT'S THIS COURSE ABOUT

Topic 1: Key Concepts of Service Management

Value and Value Co-Creation

Organizations, Service providers, Service consumers, and other stakeholders

Products and Services

Service Relationships

Outcomes, Costs, Risks, and Utility & Warranty

Topic 2: ITIL Guiding Principles

Focus on Value

Start Where You Are

Progress Iteratively with Feedback

Collaborate and Promote Visibility

Think and Work Holistically

Keep It Simple and Practical

Optimize and Automate

Topic 3: The...

COURSE FEE

Full Fee S\$1,100.00 Before GST

GST S\$99.00 9% of fee

Total Payable S\$1,199.00 Including GST

CERTIFICATION

- **Certificate of Completion from Tertiary Infotech** - Upon meeting at least 75% attendance and passing the assessment(s), participants will receive a Certificate of Completion from Tertiary Infotech.

REGISTRATION

<https://www.tertiarycourses.com.sg/itil-4-foundation-it-service-management-exam-prep.html>



SCAN TO REGISTER

SUPPORT

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