



Course Code: TGS-2024049350

WSQ - ITIL 4 Foundation Training

Funding Available: WSQ SkillsFuture Credit PSEA UTAP SFEC Absentee Payroll MCES

COURSE INFORMATION

Sessions 2 days	Duration 16 hrs	Level Beginner	Assessment 2 hrs
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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 Four Dimensions of Service...

WSQ FUNDING

Full Fee S\$1,300.00 Before GST

GST S\$117.00 9% of fee

Baseline Nett S\$767.00 SG/PR age 21+ · 50% funded · incl. GST

MCES / SME Nett S\$507.00 SG age 40+ · 70% funded · incl. 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.
- **OpenCerts from SkillsFuture Singapore** - After passing the assessment(s) and achieving at least 75% attendance, participants will receive an OpenCert (aka Statement of Achievement) from SkillsFuture Singapore, certifying that they have achieved the Competency Standard(s) in the above Skills Framework.

REGISTRATION

<https://www.tertiarycourses.com.sg/wsq-itil-4-foundation-training.html>



SCAN TO REGISTER

SUPPORT

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