



Course Code: M351

# ITIL 4 Foundation Training

## COURSE INFORMATION

Sessions  
2 days

Duration  
15 hrs

Level  
Beginner

Assessment  
NA

### VENUE

**Address:** 3/5 Esan Close, College Estate, Off Oko Oloyun Street, Off Isheri-Igando Expressway, Igando Lagos, Nigeria 100216.

## 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...

## COURSE FEE

Full Fee NGN 1,000,000.00

## CERTIFICATION

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

## REGISTRATION

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



SCAN TO REGISTER

## SUPPORT

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