



skilltec
training

Moving forward in knowledge and training

IT Service Management Training Course Overview



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Course Title	Training Course Overview	Net Price
ITIL® V4 Foundation (2/3 day course)	<p>The ITIL® V4 Foundation is the first course to be offered in the latest version of ITIL. The purpose of the Foundation course and qualification is to introduce students to the essential concepts associated with ITIL® V4 and prepare students to take the ITIL® V4 Foundation Certificate in IT Service Management.</p> <p>The course will give students an understanding of the common language and key concepts of ITIL® V4. Furthermore, the qualification will enable students to progress onto more specialised ITIL® V4 courses and qualifications</p>	£1,195
ITIL® V4 Foundation Bridge (1 day course)	<p>This course provides those IT leaders, practitioners and support staff who already hold the ITIL v3 foundation certificate with a quick and easy way to upgrade to the ITIL4 foundation. Students will get an understanding of the key concepts, common language, principles and practices that enables successful management of modern IT-enabled services. It also prepares delegates for the ITIL Foundation Certificate Examination. The course is based on the ITIL4 best practice service value system featured in the latest 2019 guidelines. The course is a blended solution with pre- course mandatory digital learning supplemented by a one-day classroom or virtual exam workshop session.</p>	£595
ITIL® V4 Create, Deliver and Support (3 day course)	<p>The ITIL4 Create, Deliver and Support (CDS) qualification is intended to provide the candidate with an understanding on how to integrate different value streams and activities to create, deliver and support IT-enabled products and services, and relevant practices, methods and tools.</p> <p>CDS is one of 4 specialist courses and qualifications that together will enable students to gain the designation of ITIL4 Managing Professional.</p> <p>It is the logical next step after ITIL4 Foundation for those wanting to make immediate tangible changes to their organization's working methods in service management. The module is less about technical aspects, and more on a practical and holistic approach to the creation and management of effective and streamlined services.</p>	£1,895
ITIL® V4 Drive Stakeholder Value (3 day course)	<p>This course provides those IT leaders, practitioners and support staff who already hold the ITIL®V4 Foundation qualification with an understanding of all types of engagement and interactions between a service provider and their customers, users, suppliers and partners, including key CX, UX and journey mapping concepts.</p> <p>The ITIL4 Drive Stakeholder Value (DSV) qualification is intended to provide the candidate with an understanding all types of engagement and interaction between a service provider and their customers, users, suppliers and partners. It focuses on the conversion of demand into value via IT-enabled services and focusses on the customer journey. It will provide candidates with the tools to increase stakeholder satisfaction by co-creating value which is integral to business success in the modern service economy.</p>	£1,895

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ITIL® V4 High Velocity IT (3 day course)	<p>This course provides an understanding of the ways in which digital organizations and digital operating models function in high velocity environments, focussing on rapid delivery of products & services to obtain maximum value.</p> <p>The ITIL4 High Velocity IT (HVIT) qualification explores the ways in which digital organizations and digital operating models function in high velocity environments. It will help aspiring organizations and practitioners to understand the difference between IT transformation and digital transformation and know where to make digital investment for significant business enablement. This module will enable traditional practitioners and organizations to update their skills and working methods for the digital era.</p> <p>ITIL4 HVIT focusses on the characteristics of high velocity organizations and demonstrates how ITIL's operating model, principles and operational practices can be used for digital delivery, from optimization to radical transformation</p>	£1,895
ITIL® V4 Direct, Plan and Improve (3 day course)	<p>This course provides IT leaders, practitioners and support staff with the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction. It provides practitioners with a practical and strategic method for planning and delivering continual improvement with the necessary agility.</p> <p>The ITIL4 Direct Plan and Improve (DPI) qualification explores the ways in the ITIL4 Strategist Direct Plan and Improve module provides IT professionals and leaders with the ability to use ITIL methods in their overall IT strategy, creating an evolving IT organization with a strong and effective strategic direction.</p> <p>DPI demonstrates a clear alignment between strategy and operations and how to maximise outcomes. The module equips candidates with the skills to control, influence and inspire others to work in a desired way and create effective, high performing IT and digital teams. It is the universal module which will be a key component of both ITIL4 Managing Professional and ITIL4 Strategic Leader.</p>	£1,895
ITIL® V4 Digital & IT Strategy (3 day course)	<p>This course adds a new perspective to the ITIL®4 guidance and elevates the discussion around ITIL® concepts to an organisational strategy level. It is one of the levels that leads to the Strategic Leader designation</p>	£1,895
ITIL® V4 Managing Professional Transition (5 day course)	<p>The ITIL®V4 Managing Professional Transition course is designed to allow ITIL® Experts or ITIL®V3 candidates to easily transition across to ITIL®V4. They can gain the designation of ITIL®V4 Managing Professional via one course and one exam (normally 5 courses and exams).</p> <p>The ITIL® v4 Managing Professional Transition course allows ITIL®V3 candidates to transition to ITIL®V4 while still acquiring the skills and knowledge needed to understand the core concepts of the updated guidance.</p>	£2,195