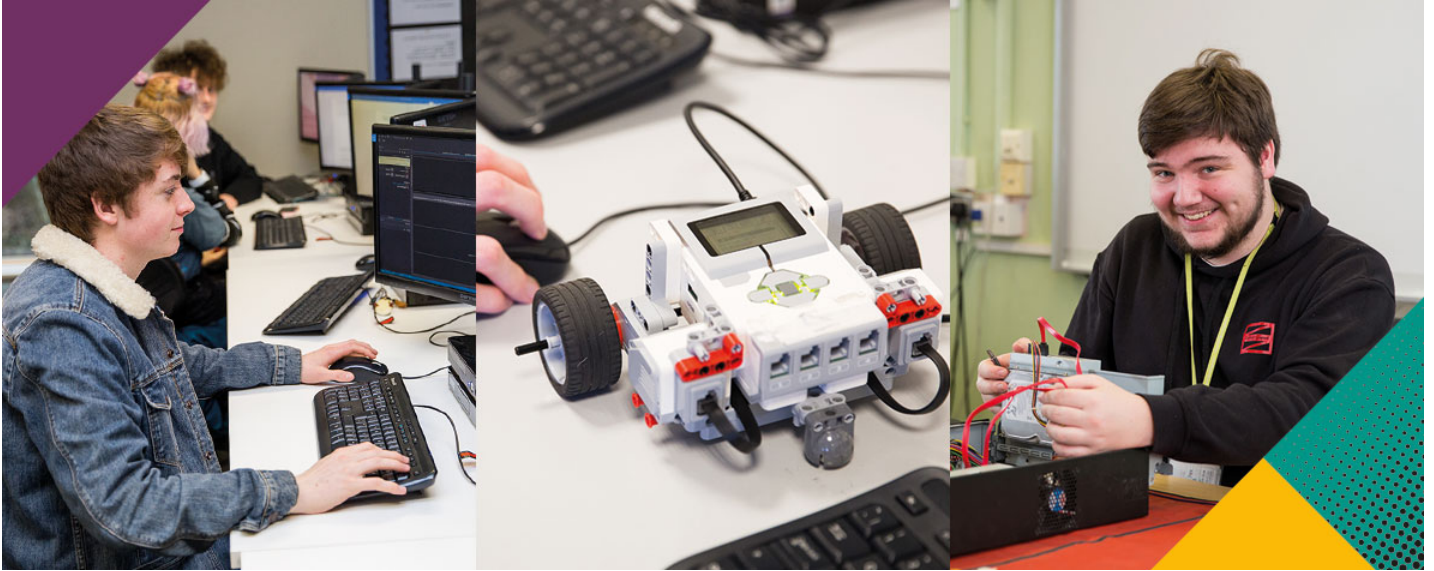


Virtual Classroom - ITIL® 4 Foundation with Exam



In a nutshell

A Personal Learning Account is a new initiative from the Welsh Government. It is a free and flexible way to learn. The initiative will offer people the chance to access free, part-time courses that offer flexible and convenient learning around their existing lifestyle.

This course is an entry-level IT service management qualification, providing an understanding of the key concepts and terminology behind ITIL®. These topics include the seven guiding principles of ITIL® 4, four dimensions of service management and more.

This course is for you if...

...anyone over 19, living in Wales, in employment and earning less than £29,534 a year.

...taking the next step in your career

Apply online at www.coleggwent.ac.uk

studentrecruitment@coleggwent.ac.uk | 01495 333777 (Croesawn alwadau yn Gymraeg)





COURSE INFORMATION LEAFLET

...anyone can enrol and learn about the key ITIL® techniques, terminology and processes.

What will I be doing?

The course includes:

How ITIL® builds upon and support Lean, Agile, DevOps, and other project and process management practices

The seven guiding principles of ITIL®4

ITIL® service value system

The four dimensions of service management

The ITIL® practices; understanding the purpose and key terms of all 15, with an in-depth understand of seven

There will be an ITIL 4 Exam.

Additional information

This course is delivered by virtual classroom. Virtual classrooms are equivalent to face-to-face classroom courses, but delivered in an online environment.

You will need to put aside 1 day to attend this course.

The course includes exams which are invigilated online and you need to have access to an internet enabled device with a microphone and a webcam.

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