

ITIL Syllabus

Introduction about ITIL foundation

Course objectives

Exam high level details and multiple choice questions test at end of the day

Examination format

Service Management as a Practice

Need of ITIL

Best Practices

Why ITIL successful in market

Key Concepts – Service

Service Strategy

Service Design

Head Office

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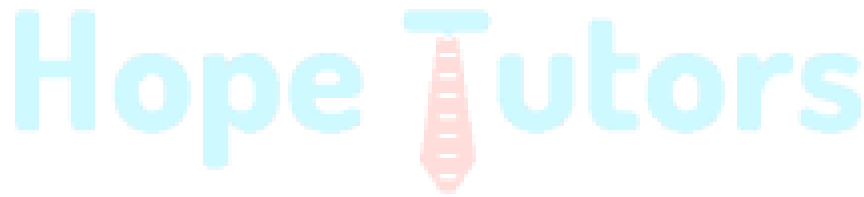
Service Transition

Service Operation

Functions

Continual Service Improvement

Technology and Architecture



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