

Expert

Managing Across the Lifecycle

4 Tage
5 Credits

Intermediate

Lifecycle Stream

Service
Operations

Service Design

Service
Transition

Service Strategy

Continual
Service
Improvement

je 3 Tage
je 3 Credits

Capability Stream

Planning,
Protection &
Optimization

Release, Control
& Validation

Operational
Support &
Analysis

Service Offerings
& Agreement

je 4 Tage
je 4 Credits

Foundation

ITIL v3 Foundation

3 Tage
2 Credits