

Advanced Level

ITIL Master

ITIL Expert

ITIL Managing Across the Lifecycle

5 Tage

Intermediate Level

Continual Service Improvement

3 Tage

Service Operation

3 Tage

Service Transition

3 Tage

Service Design

3 Tage

Service Strategy

3 Tage

LIFECYCLE STREAM

Planning, Protection & Optimisation

5 Tage

Service Offerings & Agreement

5 Tage

Operational Support & Analysis

5 Tage

Release, Control & Validation

5 Tage

CAPABILITY STREAM

Foundation Level

ITIL V3 Foundation Zertifizierung

3 Tage