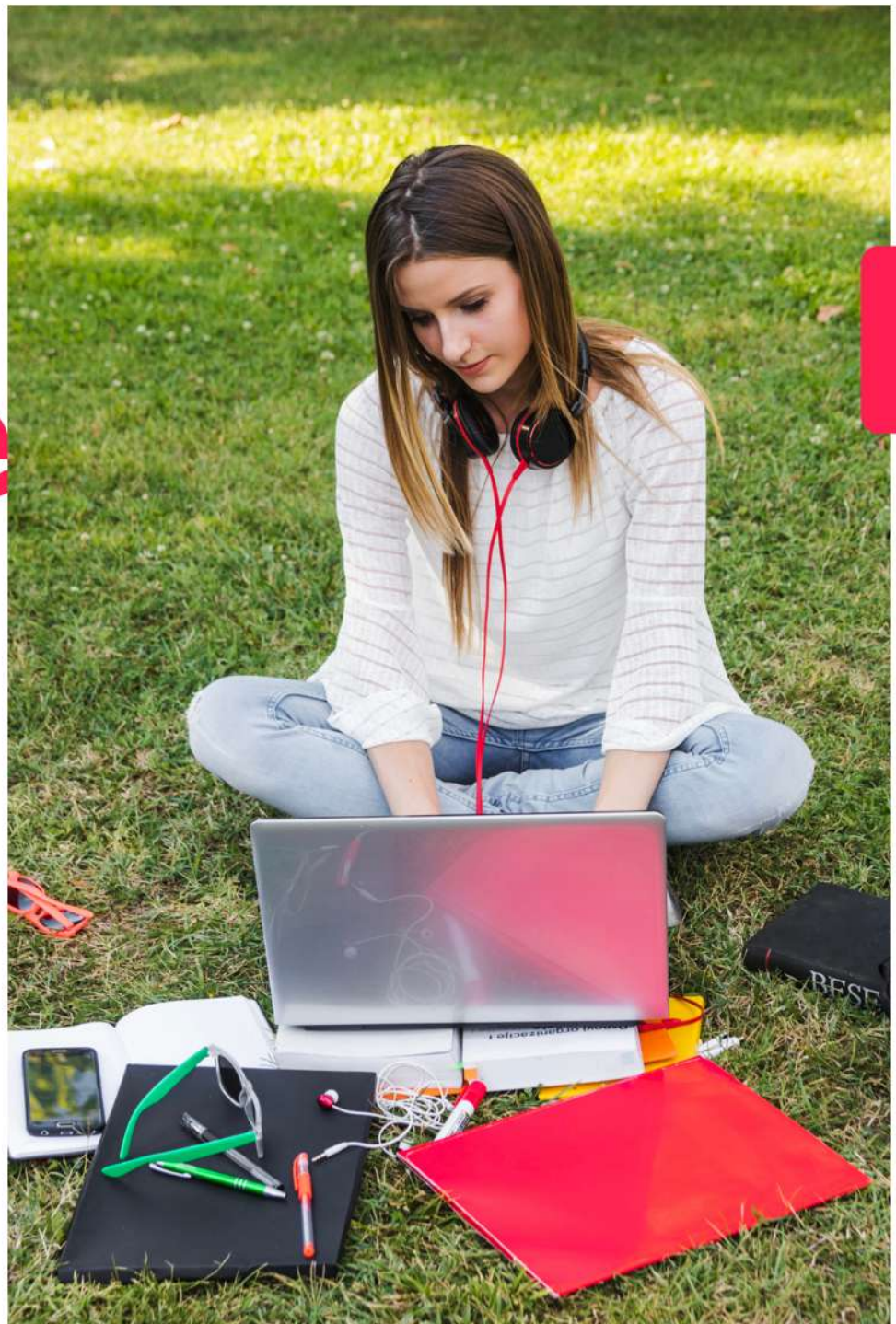


Payment Card Security Data Security Standard



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Online Course



Course Modules

1.Introduction

- IT Service Management in the Modern World
- About ITIL® 4
- Structure of ITIL® 4

2.Key Concepts of Service Management

- What is Service Management?
- Value and Value Co-Creation
- Organisations
- Service Providers
- Service Consumers
- Stakeholders
- Products and Services
- Service Offerings
- Service Relationships
- Value: Outcomes, Costs, and Risks
- Utility and Warranty

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3.Four Dimensions of Service Management

- Introduction
- Four Dimensions Model
- Organisations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes
- External Factors

4.ITIL® Service Value System

- Service Value System (SVS)
- Silos

5.ITIL® Guiding Principles

- Guiding principles
- Seven Guiding Principles
- Focus on value
- Start Where You Are
- Progress Iteratively with Feedback
- Collaborate and Promote Visibility
- Think and work holistically
- Keep It Simple and Practical
- Optimise and Automate
- Interaction Between Principles



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6. Service Value Chain

- Value Chain Activities
- Plan
- Improve
- Engage
- Design and Transition
- Obtain or Build
- Deliver and Support

7. Management Practices

- Introduction to Management Practices
- ITSM and High-Velocity Service Management
- General Management Practices
- Continual Improvement
- Information Security Management
- Relationship Management
- Supplier Management



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8. Service Management Practices

- Change Control
- Incident Management
- IT Asset Management
- Monitoring and Event Management
- Problem Management
- Release Management
- Service Configuration Management
- Service Desk
- Service Level Management
- Service Request Management

9. Technical Management Practices

- Deployment Management

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