

ITIL®

Einführung

ITIL® Overview

ITO, 1 Tag

ITIL®-Foundation-Zertifizierung

Präsenzseminar

2 Punkte
ITIL® Foundation

IT3, 3 Tage

Test

ITIL® Foundation
Certificate

E-Learning

2 Punkte
ITIL® Foundation:
E-Learning-Kurs

IEL, 1 Tag

Test

ITIL® Foundation
Certificate

Praxis

ITIL® Implementation
Workshop

ITP, 2 Tage

ITIL®-Expert-Zertifizierung

CAS-Lehrgang

20 Punkte
ITIL® Expert Lifecycle
Stream Package

761, 19 Tage

6 Tests

22 Punkte
ITIL® Expert

Lifecycle-Tagesseminare

3 Punkte
ITIL® Lifecycle
Stream – Service
Strategy
SST, 3 Tage

Test

3 Punkte
ITIL® Lifecycle
Stream – Service
Design
SDE, 3 Tage

Test

3 Punkte
ITIL® Lifecycle
Stream – Service
Transition
STR, 3 Tage

Test

3 Punkte
ITIL® Lifecycle
Stream – Service
Operation
SOP, 3 Tage

Test

3 Punkte
ITIL® Lifecycle
Stream – Continual
Service Improvement
CSI, 3 Tage

Test

5 Punkte
Managing Across the
Lifecycle

MAF, 4 Tage

Test



Capability-Tagesseminare

4 Punkte
ITIL® Capability
Stream – Service
Offerings &
Agreements
SOG, 5 Tage

Test

4 Punkte
ITIL® Capability
Stream – Release
Control & Validation
RCV, 5 Tage

Test

4 Punkte
ITIL® Capability
Stream – Operational
Support & Analysis
OPA, 5 Tage

Test

4 Punkte
ITIL® Capability
Stream – Planning,
Protection &
Optimization
PPO, 5 Tage

Test

5 Punkte
Managing Across the
Lifecycle

MAF, 4 Tage

Test

23 Punkte
ITIL® Expert

ITIL® is a Registered Trade Mark of the Office of Government Commerce in the United Kingdom and other countries.

ISO/IEC 20000

ISO/IEC 20000
Consultant / Manager
in ITSM

ISO/IEC 20000 –
Management and
Improvement of ITSM

IO2, 3 Tage

Test

Sozialkompetenzen für Service Manager

Führung von
Informatikteams

FIT, 3 Tage

NEU
Führung von
Informatikteams –
Werkstatt

W6F, 1 Tag

Führung im
Change Management

FCM, 2 Tage

Teambildung

TBG, 1 Tag

Konfliktmanagement

KFM, 2 Tage

Effiziente Meetings

IPM, 1 Tag