

Information Technology Infrastructure Library



SevenMentor
PVT. LTD.

ITIL Master

ITIL Managing Professional (MP) Transition				ITIL Strategic Leader (SL)	
ITIL Specialist	ITIL Specialist	ITIL Specialist	ITIL Strategist	ITIL Strategist	ITIL Leader
Create, Deliver & Support	Driver Stakeholder value	High Velocity IT	Direct, Plan & Improve	Direct, Plan & Improve	Digital & IT Strategy

ITIL Foundation

Exam Details

- 1 40 questions
- 2 Multiple choice
- 3 65% Passing
- 4 Closed Book
- 5 60 Minutes
- 6 Certification policy has been changed from 1st February 2022.
- 7 Certifications are conducted online and not in Prometric centers.



Syllabus

1. Introduction
2. Concept of Service Management.
3. The Guideline Principals
4. The four dimensions of Service Management.
5. The ITIL Service Value System.
6. The Service Value Chain
7. ITIL Management Practices.
8. Continual Improvement

Course Module

1. Total training hours 16 hours.
2. Weekdays : 2 hours daily (8 Days)
3. 4 hours daily (4 Days)
4. Weekend : 8 hours (2 Days)
5. Online Examination Fees : 20000/-
6. Training Fees minimum we need to take 12000/-
7. Total fees around 32000/-

