



ITIL® 4 PRACTITIONER: INCIDENT MANAGEMENT

This module covers general information and the processes and activities of the incident management practice and their roles in the service value chain.

The ITIL 4 Practitioner: Incident Management practice module is for IT professionals who are involved in minimising the negative impact of incidents by restoring normal service operation as quickly as possible.



ITL-INM
COURSE CODE



1 Day
COURSE DURATION



English | Arabic
COURSE LANGUAGE

Learning Objectives

At the end of this course, attendees will have an understanding of the following:

- Coordinate incident handling in the organization or in a specific area, such as territory, product, or technology, depending on the organizational design
- Monitor and review the work of teams that handle and resolve incidents
- Coordinate manual work with incidents, especially those involving multiple teams
- Ensure sufficient awareness of the incidents and their status across the organization
- Conduct regular incident reviews and initiate improvements of the incident management practice, the incident models, and the incident handling procedures
- Measure, assess and develop the Incident Management practice capability in your organisation by using the ITIL Maturity Model.

Qualification Overview

Duration	1 day	8 training hours	Timing Flexible
Audience	<ul style="list-style-type: none"> • Individuals continuing their journey in service management • ITSM Managers and aspiring ITSM Managers • IT managers and practitioners involved in digital services or working in digital transformation projects, working within or towards high velocity environments • Existing ITIL qualification holders wishing to update their knowledge. 		
Certification	ITIL 4 Practitioner: Incident Management		
Exam Structure	20 Multiple Choice Questions	30 minutes	Pass Score 13/20 or 65%
Pre-requisites	<ul style="list-style-type: none"> • ITIL® Foundation Certificate in IT Service Management • Training through an Accredited Training Organisation 		

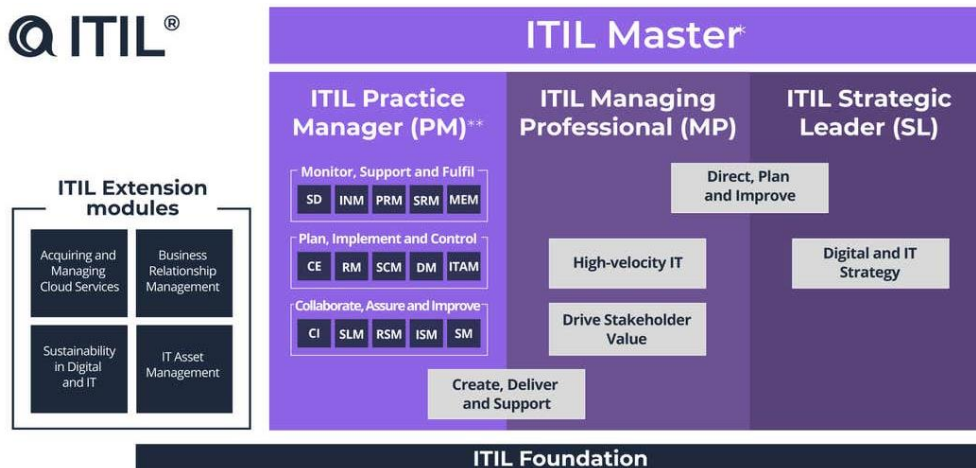
Program Outline

ITILINM01	Value Streams and Processes
ITILINM02	Organizations and People
ITILINM03	Information and Technology
ITILINM04	Partners and Suppliers
ITILINM05	Capability Development

Notes:

- Exam vouchers and the ITIL 4 Core Book are included in the course fees.

Certification Scheme



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