ITIL 4 Practitioner: Incident Management eLearning

1-year access |exam voucher, official manual and training materials included

Obtain your ITIL 4 Practitioner: Incident Management certification at your own pace!

Fully accredited training by PeopleCert

Immerse yourself in our exciting interactive course and learn through quizzes and tests. Learn at your own pace, track your progress, stay engaged and ensure that every step of your learning journey is both enjoyable and effective.



• Interactive, self-paced & device-friendly course

• Our price includes the eLearning course and the official book and training materials in digital format

• The approximate study duration is 3 to 5 hours

• 24/7 helpdesk

COURSE & LEARNING OBJECTIVES

Self-paced learning accredited by PeopleCert

Learn about the processes and activities of the Incident Management practice, and their roles within the service value chain.

- **Service Operation**

  Develop operational support and analysis skills for ITSM activities, including monitoring and maintaining IT systems and infrastructure.

- **Change**

  Gain expertise in developing, implementing, monitoring, and communicating change plans, schedules, and the status of changes to IT products and services for stakeholders.

- **Problem Management**

  Learn how to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents and managing workarounds and know errors.

WHO SHOULD ATTEND?

The **ITIL 4 Practitioner: Incident Management eLearning course** is ideal for:

- **IT Support & Service Desk Teams** handling incidents daily.
- **Incident & Problem Managers** ensuring quick resolution.
- **ITSM Professionals** improving incident response processes.
- **Operations & IT Managers** overseeing service continuity.
- **Anyone pursuing ITIL 4 certification** to enhance IT service management skills.

Perfect for those aiming to optimize incident handling and minimize business disruption.

The eLearning will be the ideal solution for those who do not have the time or budget to attend a classroom-based training.

PREREQUISITES

To be eligible for the ITIL® 4 Practitioner: Incident Management exam, you must have successfully completed the ITIL® 4 Foundation certification.

ABOUT THE ITIL 4 PRACTITIONER: INCIDENT MANAGEMENT EXAM

Participants will receive a voucher to take their exam from home or from the office. The exam voucher is valid during one year. However, we advice not to wait too long between the end of your course and exam.

- Exam duration: 30 minutes
- Multiple choice, closed book format
- Number of questions: 20 questions
- Pass mark: 65% or higher

ELEARNING & EXAM DELIVERY

After ordering the eLearning and exam, the materials will be made accessible through PeopleCert's online learning platform within maximum 2 working days.

Designed for self-directed independent study, our Learning Resource Kit supports a range of learning preferences, including workbooks for in-depth study and Quick Reference Guide.

Do you need e-learning for multiple users? Please contact us on +32 2 3351236 or send us a request for a quotation.