

Certificate Number: **AC-5554-5094572**

This is to certify that the management of Alison awarded Suleiman Zeila Dubow the certificate of completion in ITIL 4 Fundamentals - Essentials of IT Service Management under the category IT on 21st July 2023.

Validation: You can check authenticity of this certificate by visiting the following link:

<https://alison.com/certification/check/%242y%2410%245EBiu5IBsOP2SJVJqF9pX.gDTvmz0kLeMMSNsze6zl.rq.RLgE4e>

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Certificate Details



ITIL 4 Fundamentals - Essentials of IT Service Management

[Score: 80]

Course Details

ITIL 4 is a framework for information technology service management (ITSM) that provides a holistic and integrated approach to managing IT services in organisations. It is the latest version of the ITIL framework and upgrades its previous versions by incorporating new working methods, including Agile, DevOps and Lean practices. ITIL 4 is designed to help organisations create value for their customers by focusing on four dimensions of service management: people, products, processes and partners (also called the 'four Ps').

This framework helps organisations to create, support and deliver IT services to fulfil their stakeholders' expectations. Exoexcellence Consultants have designed this course to help you understand the ITIL 4 framework. We outline the four main components of ITIL 4: the ITIL service value system, the four dimensions of service management, the ITIL service value chain and ITIL practices.

Our course lays out the requirements for ITIL certification and the benefits of acquiring it.

Maeww Richardson

Director of Certification



Modules Studied

The Basics of the ITIL Framework

ITIL SVS, SVC, and Certification

Course assessment

Maewé Richardson
Director of Certification

