COURSE TABLE OF CONTENTS

ITIL Master

OEM: AXELOS • Duration: 3 Days (24 hrs)

COURSE MODULES & TOPICS

Module 1: ITIL Concepts and Principles

- Introduction to ITIL framework
- ITIL service lifecycle
- Key ITIL terminology
- ITIL guiding principles
- Roles and responsibilities in ITIL

Module 2: Advanced ITIL Strategies and Applications

- Strategic ITIL implementation
- ITIL for service design
- Continual service improvement
- ITIL in digital transformation
- Case studies in ITIL application

Module 3: Mastering ITIL for Organisational Transformation

- ITIL and organisational change
- ITIL for strategic improvement
- Developing ITIL leadership
- ITIL in governance and risk management
- Preparing for ITIL Master certification

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