ITIL® 4 Practitioner: Incident Management

Category: Infrastructure & IT Operations | **Vendor:** PeopleCert

Duration: 8.00 hours (1 days) **6.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format:	Instructor Led - Online
Certification:	ITIL® 4 Practitioner: Incident Management
Related Exam:	ITIL® 4 Practitioner: Incident Management

Course Overview

A management practice is defined as a set of organisational resources designed for performing work or accomplishing an objective. There are 34 ITIL® management practices in total, representing some of the most practical resources of the framework. The practices will also be enriched with additional guidance on the capability model based on the ITIL® 4 maturity model.

About This Course

A management practice is defined as a set of organisational resources designed for performing work or accomplishing an objective. There are 34 ITIL® management practices in total, representing some of the most practical resources of the framework.

The practices will also be enriched with additional guidance on the capability model based on the ITIL® 4 maturity model.

Our training package includes the following materials:

- Handouts
- A Full Official Course Manual
- ITIL® 4 Official Core Guidance (eBook Format)
- Live Exams
- Mock-Examination
- Exercises
- Exam Voucher

Who Should Attend

Our ITIL® 4 Practitioner: Incident Management training course is aimed towards validating the skills and knowledge of professionals seeking to establish a good cross-practice collaboration and effective service value streams. The main job titles that are applicable to this training course are:

- Incident Manager
- Technical Specialist
- IT Operations Manager
- Service Delivery Manager
- IT Service Manager
- Process Manager
- Incident Response Manager
- IT Incident Coordinator
- IT Support Manager
- Technical Support Manager
- IT Service Desk Manager
- Network Operations Manager
- IT Security Manager
- Infrastructure Manager
- Major Incident Manager
- Incident Supervisor

Prerequisites & Entry Requirements

General Prerequisites:

The ITIL® 4 Foundation certificate

Learning Outcomes

Upon successful completion of this course, participants will be able to:

Our ITIL® 4 Practitioner: Incident Management training course is structured and aligned around the ITIL® Framework. The examination is intended to assess whether you can demonstrate sufficient understanding and application of the concepts covered in the ITIL® 4 Incident Management practices publication.

Detailed Course Outline

Our ITIL® 4 Practitioner: Incident Management training course will cover the following topics:

1. The key concepts of the practice

1.1. Explain the purpose of the practice

1.2. Describe the practice success factors (PSF) & key metrics of the practice

1.3. Explain the key terms/concepts:

- Incident
- Incident Model
- Major Incident
- Workaround
- Technical Debt
- Task Priority
- Prioritisation

2. The processes of the practice

2.1. Describe inputs and outputs of the processes

2.2. Describe the key activities of the processes

2.3. Know how to integrate the practice in the organisation’s value streams

3. The roles and competencies of the practice

3.1. Describe the responsibilities of the key roles of the practice:

- Incident Manager
- Other Roles Involved In Incident Management

3.2. Know how to position the practice in the organisational structure

4. How information and technology support and enable the practice

4.1. Explain the tools application

4.2. Apply the recommendations on automation

5. The role of partners and suppliers in the practice

5.1. Explain the dependencies of the practice on third parties

5.2. Explain how partners and suppliers can support the practice

6. How the ITIL® capability model can be used to develop the practice

6.1. Explain how capability criteria support the practice capability development

7. The recommendations for the practice success

7.1. Understand the recommendations for incident management success and how they are supported by the ITIL® guiding principles

□□ Certification Path

ITIL® 4 Practitioner: Incident Management

Exam: ITIL® 4 Practitioner: Incident Management

Additional Course Details

Nexus Humans ITIL® 4 Practitioner: Incident Management training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the ITIL® 4 Practitioner: Incident Management course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

Frequently Asked Questions

Q: What delivery options are available for ITIL® 4 Practitioner: Incident Management?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: What certification does this course prepare me for?

The ITIL® 4 Practitioner: Incident Management course helps prepare you for the ITIL® 4 Practitioner: Incident Management certification path.

Q: Which exam does this course prepare me for?

This course prepares you for the ITIL® 4 Practitioner: Incident Management official exam. You can take this exam at any exam center across United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online wherever you are located.

Q: How many CPD hours does this course provide?

The 1-day ITIL® 4 Practitioner: Incident Management course provides up to 6.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the ITIL® 4 Practitioner: Incident Management training?

The training takes place over 1 day(s), with each day lasting approximately 8.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for ITIL® 4 Practitioner: Incident Management?

Yes, we provide corporate training, dedicated training, and closed classes for ITIL® 4 Practitioner: Incident Management. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for ITIL® 4 Practitioner: Incident Management?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your ITIL® 4 Practitioner: Incident Management training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

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