

E d u c a t i o n C e n t e r

TEILNAHMEBESTÄTIGUNG

Kai von Wulffen

hat vom 14. - 16.04.2008 an dem 3-tägigen Kurs

ITIL V3 Foundation

teilgenommen.

Inhalt des Kurses:

- **Grundlagen des IT Service Managements**
- **Der Service Lifecycle**
 - Struktur, Umfang und Inhalte von ITIL v3
 - Das Prinzip des Service Lifecycle
- **Konzepte und Definitionen in ITIL**
- **Prinzipien und Modelle**
- **Prozesse und Aktivitäten**
 - Service Strategy
 - Service Design
 - Service Transition
 - Service Operation
 - Continual Service Improvement
- **Funktionen in ITIL**
 - Service Desk, IT Operations Management
 - Technical Management, Application Management
- **Technologie und Architektur**

Ratingen, den 16.04.2008

Roland Ludwig
Mgmt. Consultant & Trainer
Maxpert AG
+49 173 6648646





APM GROUP

THIS IS TO CERTIFY THAT

Kai von Wulffen

HAS SUCCESSFULLY DEMONSTRATED KNOWLEDGE TO MEET
THE REQUIREMENTS OF THE VERSION 3

ITIL® Foundation Examination

DATE

16 April 2008

REGISTRATION NUMBER

ITIL/011463

CERTIFICATE NUMBER

00021278-01-JKM3

Alan Harpham
APMG Chairman



APM GROUP



Best Practice



Office of Government Commerce

This certificate remains the property of The APM Group Ltd and shall be returned immediately on request.
The APM Group Ltd, Sword House, Totteridge Road, High Wycombe, Buckinghamshire, HP13 6DG,
England

Telephone - + 44 (0) 1494 452450. Fax - + 44 (0) 1494 459559. www.apmgroup.co.uk
Registered in England No 2861902.

ITIL® is a Registered Trade Mark of the Office of Government Commerce in the United Kingdom
and other countries. The Best Practice logo™ is a Trade mark of the Office of Government Commerce.
The OGC logo® is a Registered Trade Mark of the Office of Government Commerce.



00006493