

MAXPERT®

E D U C A T I O N

Mehr Schulung, mehr Wissen, mehr IT.

Kai v. Wulffen

hat erfolgreich an der 4-tägigen Schulung teilgenommen:

ITIL® V3
Service Manager Bridge

Grundlagen des IT Service Managements

Der Service Lifecycle

- Struktur, Umfang und Inhalte von ITIL V3
- Das Prinzip des Service Lifecycles

Funktionen in ITIL

- Service Desk – update
- IT Operations Management
- Technical Management
- Application Management

Konzepte und Definitionen in ITIL

Prinzipien und Modelle

Technologie und Architektur

Prozesse und Aktivitäten

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

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Frankfurt, 03.12.2010

Ort, Datum

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APM GROUP

THIS IS TO CERTIFY THAT

Kai von Wulffen

HAS PASSED THE

ITIL® v3 Managers Bridge Examination

DATE

03 December 2010

REGISTRATION NUMBER

ITIL/NL016956

CERTIFICATE NUMBER

02304766-01-BPQ4

Alan Harpham
APMG Chairman



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