



4 Courses

**ITIL V4 Introduction to
Service Management
Concept**

**ITIL V4 Details of Four
Dimensions of Service
Management**

**ITIL V4 Explanation of
Service Value System & its
Components**

**ITIL V4 Brief Overview of
Management and Practices**



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Mahammad Rafi Ibrahim

has successfully completed the online, non-credit Specialization

ITIL V4 Certification Preparation

This ITIL V4 Specialization provides an in-depth understanding of IT Service Management best practices, aligning IT services with business needs. Through a series of expertly designed courses, you will learn the principles and practices of ITIL V4, including the Service Value System (SVS) and the Four Dimensions model. The curriculum covers key concepts such as service strategy, service design, service transition, service operation, and continual service improvement. By completing this specialization, you'll be equipped to enhance IT service delivery, improve efficiency, and drive business success. Partnered with leading industry experts, this program ensures you gain practical, real-world insights and skills that are highly valued in the IT industry.



ITIL V4 Expert
Consultant

The online specialization named in this certificate may draw on material from courses taught on-campus, but the included courses are not equivalent to on-campus courses. Participation in this online specialization does not constitute enrollment at this university. This certificate does not confer a University grade, course credit or degree, and it does not verify the identity of the learner.

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