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Familiar with use of CA Service Desk, ServiceNow, ITIL Practitioner Support & Restore (2010) ITIL Intermediate in Continuous Service Improvement (2015)

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Day 5 Course hours 09:00h 17:30h Delivery method: Duration in hours: 09:00 Evaluation of assignment results and feedback on day-4 Instruction

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Gretchen Selinski-Johnston, District of Columbia, U.S.A., ITIL Change, 119 Chuck Mitchell ITIL Practitioner Support and Restore (IPSR) August 2007,

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