

WHAT IS ITIL?

ITIL is the most widely accepted approach to IT Service Management (ITSM) in the world. ITIL helps individuals and organizations use IT services to realize business change, transformation and growth.



ORGANIZATIONS

IMPROVE BUSINESS PERFORMANCE WITH ITIL

- Ensure the quality of services matches customer needs and expectations
- Build and maintain positive business relationships with customers and improve customer satisfaction
- Quantify and clearly demonstrate the true value of the services you provide
- Benchmark services and maximize return on investment (ROI)
- Ensure the business and your customers are not affected by unexpected service failures
- Support business change at the speed your customer needs, while ensuring a stable and low-risk environment.



INDIVIDUALS

SUCCESSFULLY DEVELOP A CAREER WITH ITIL

- Understand how services are delivering value in your organization, and how to measure and demonstrate that value
- Learn the global language used within ITSM to effectively communicate with colleagues and other ITSM professionals
- Learn how to apply ITIL tools, techniques and concepts to improve your efficiency and effectiveness
- Be recognized for your expertise by your peers both inside and outside the organization
- Join a community of millions around the globe gaining value from the ITIL framework and guidance (last year over 300,000 people took ITIL exams)
- Differentiate your value for employers and with your experience, expertise and skills (as ITIL is a prerequisite for many jobs)
- Increase your salary prospects with ITIL qualifications (as demonstrated by global salary surveys).

HIGHLIGHTS

Used by the world's leading brands incl. Shell, HP, IBM, NASA, BA & Disney



Built on 25 years of ITSM best practice



ITIL is a recognized qualification around the world and has been taken in over 180 countries



Proven ROI from the adoption of ITIL

Interested in becoming ITIL certified?

Extellent Professional Development Centers has regularly scheduled ITIL® training. All ITIL® courses are taught using a practical, hands-on learning environment and engaging case studies to better prepare participants for the certification exam offered at the end of each session. We offer the most complete ITIL® training solution in Austin, Texas with all of our accredited training courses available via the instructor-led training format.

To access the schedule of classes: <http://extellent.com/training-programs-itil.asp>

For more information: www.extellent.com / 512-346-8110 / info@extellent.com

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ITIL Training Program:

Foundation Level

This is the entry level qualification which offers you a general awareness of the key elements, concepts and terminology used in the ITIL service lifecycle, including the links between lifecycle stages, the processes used and their contribution to service management practices. This certification is a prerequisite for all other ITIL certifications.

Course: ITIL Foundation
Duration: 4days
Certification: ITIL Foundation
27 PDUs

Intermediate Level

The Intermediate level qualification is the next stage, following Foundation. It has a modular structure with each module providing a different focus on IT Service Management. You can take as few or as many Intermediate qualifications as you need. The Intermediate modules go into more detail than the Foundation level, and provide an industry-recognized qualification.

The Service Lifecycle

These modules within the Service Lifecycle category are suitable for those intending to focus on the process and practice elements used, and the management capabilities needed to deliver quality Service Management practices.

Courses:

- **Service Strategy**
Define an IT strategy that meets the needs of the business

- **Service Design**
Design effective, measureable and scalable IT services
- **Service Transition**
Build, test and implement new or enhanced products and services
- **Service Operations**
Enable the ongoing management and operation of the products or services
- **Continuous Service Improvement**
Service reporting, service metrics and measurement

Each Intermediate course:

Duration: 4 days
Certification: (5) ITIL Intermediate
27 PDUs

Expert Level

The ITIL Expert level qualification is aimed at those who are interested in demonstrating knowledge of the ITIL framework in its entirety. The certificate is awarded to candidates who have achieved a range of ITIL qualifications and have achieved a well-rounded, superior knowledge and skills base in ITIL Best Practices.

Course: Managing Across the Lifecycle
Duration: 5days
Certification: ITIL Expert
32 PDUs

