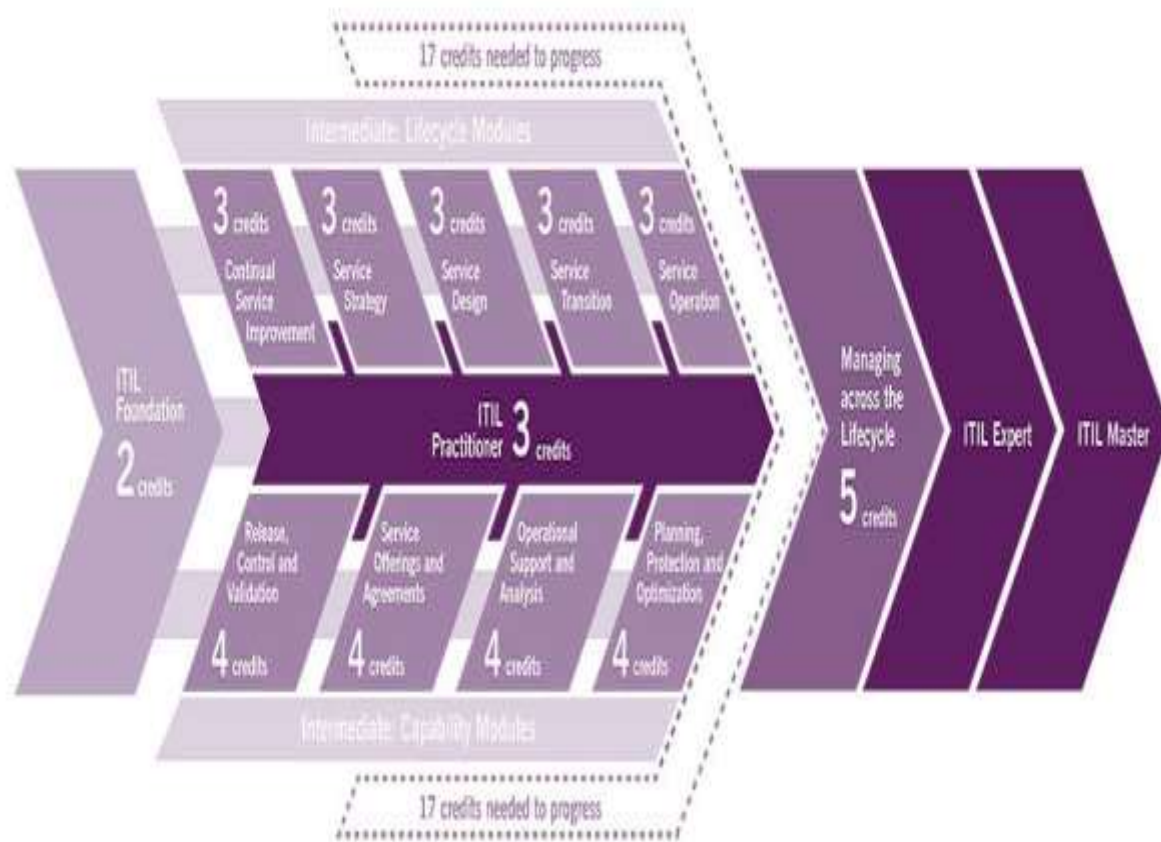


Course Description: ITIL V3 Foundation (Information Technology Infrastructure library)

The IT Infrastructure Library (ITIL) is the most widely accepted approach to IT service management in the world. ITIL is a best practice framework that has been drawn from both the public and private sectors internationally. It describes how IT resources should be organized to deliver business value, documenting the processes, functions and roles of IT Service Management (ITSM).

Why ITIL:

- Enhances skill set as an Operation Manager
- Demonstrates proof of Professional achievement
- Increase your marketability
- Provides opportunity for advancement in your career



Course Contents:

- ITIL 2011 Foundation Training
- Introduction
- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Service continual service improvement
- Case study
- Sample exam

Which companies use ITIL?

Literally, thousands of companies worldwide and industries of all shapes and sizes have adopted ITIL.

These include:

- Large technology companies such as Microsoft, HP, Fujitsu, IBM
- Retailers such as Target, Walmart and Staples
- Financial services organizations such as Citi, Bank of America, Barclays Bank
- Entertainment entities such as Sony, Disney
- Manufacturers such as Boeing, Toyota, Bombardier
- Life sciences companies such as Eli Lilly, Pfizer, Takeda Pharmaceuticals.

Because ITIL is a 'framework', it is meant to be adapted to suit the company's industry, size, organizational structure and requirements. It can be adopted broadly across the lifecycle or within particular process areas to enable any IT organization to be a true strategic asset to the business it supports.