

# Adopt ITIL<sup>®</sup> – the world’s best known IT Service Management framework – for improved IT services.

**ITIL is a framework developed in recognition of organizations’ growing dependency on IT and embodies best practices for effective IT Service Management.**

**ITIL consists of a series of books offering guidance on the provision of quality IT services, and on the accommodation and environmental facilities needed to support IT.**

Developed from expertise and experience drawn from IT service management professionals and organizations from around the world and from a variety of sectors/backgrounds, ITIL users benefit from:

- Improved IT services and more efficient delivery of third-party services
- Reduced costs and a boost to productivity
- Increased levels of customer satisfaction
- Comprehensive standards and guidance.

## CERTIFICATION AVAILABLE

**FOUNDATION:** Entry-level ITIL certification.

**ITIL PRACTITIONER:** Provides practical guidance to transform knowledge into practice in the workplace.

**INTERMEDIATE QUALIFICATIONS:** Modular structure; each module with a more specialist focus. Two streams with a total of nine modules:

### *Service Lifecycle Stream*

Service Strategy (SS)

Service Design (SD)

Service Transition (ST)

Service Operation (SO)

Continual Service Improvement (CSI)

### *Service Capability Stream*

Operational Support and Analysis (OS&A)

Service Offerings and Agreements (SOA)

Release, Control and Validation (RC&V)

Planning, Protection and Optimization (PP&O)

### **Managing Across the Lifecycle (MALC):**

Consolidates knowledge gained across the various Intermediate modules.

### **ITIL EXPERT:**

Awarded to candidates who achieve 22 applicable qualification credits.

### **ITIL MASTER:**

Achieved through written submissions and interview.

## FURTHER INFORMATION

### WHO IS IT FOR?

ITIL certifications are tailored for all levels of individuals working in an IT service management environment, and those involved in establishing and managing IT operations.

Find out more online at

[www.apmg-international.com/ITIL](http://www.apmg-international.com/ITIL)

### You may also be interested in:

- ASL<sup>®</sup> & BiSL<sup>®</sup>
- COBIT<sup>®</sup> 5
- IAITAM<sup>®</sup>
- ISO/IEC 20000
- ISO/IEC 27001
- IT Analyst Series
- Lean IT
- Service Catalogue

