



ITIL Training Program

The ITIL Trainers Association offers IT Service Management professionals a platform to gather and share knowledge. Next to our membership program ITA offers a wider range of products in the area of ITIL Service Management available to our customers. As a subject matter expert ITA provides core training in ITIL and related Service Management subjects. Based on their leadership and experience in Service Management ITA can be considered a high quality training institute. This is shown by our top level passing rate and customer satisfaction.

ITIL training is considered to be one of the core capabilities of the ITIL Trainers Association (ITA). We believe that training is more than just education of theoretical concepts. The people from ITIL Trainers Association have a long and extensive background in ITIL education. Our trainers, who are also currently experts in the field, have performed as ITIL Management trainers for more than a decade. Not only this, but also their practical experience in implementing ITIL, managing processes and acting in an IT Management environment as a consultant, project manager or line-manager, gives ITA a competitive advantage compared to many other training organisations.

This is also reflected in the training materials developed by ITA. They do not only provide the latest information from the area of IT Management, but also offer outstanding educational value due to a format with different work methods and the philosophy of "Action Learning". We believe the trainer and his performance is essential to the quality of the course. Our unique approach in ITIL training combine a high customer satisfaction for the training (90% and up) with a high passing rate for the exams (a minimum of 10% above the average with a maximum of 100%). All courses are based on the EXIN/ISEB exam requirements and prepare for the standard ITIL certification paths:

- **ITIL management overview;** one day workshop, aimed at management teams to show the benefits and possibilities of ITIL as a method for IT Service improvement.
- **ITIL Foundation;** The basic 2½ days ITIL course explaining all concepts terms and definitions of the Service Support and Service Delivery set within the ITIL Model.
- **ITIL Practitioner;** A more practical approach to a specific ITIL process. More processes can be combined in one training, all based on your specific wants and needs. Contact us for more information.
- **ITIL Service Management course;** An extensive 10 days program for Managers aimed at managers and consultants responsible for implementing or improving IT Service Delivery based on ITIL.
- **ITIL Examination preparation training;** 2 days workshop preparing for the ITIL Service Management Exam. We build this training on the actual exam case you will get with your exam.



Among our customers are companies as IBM, HP, Yacht, Samsung the Dutch Ministry of Defence, several global training companies, governmental organisations and banks. Numerous local companies in the US, Canada, Brazil, Korea, Singapore, Dubai, Beirut, Riyadh and almost all countries in Europe. All together we have successfully trained more than 1500 professionals all over the world.

As a knowledge leader The ITIL Trainers Association has developed ITIL training materials for basic classroom and blended ITIL training. These materials are used by several global training companies, thus supporting them being an EXIN or ISEB certified ITIL training provider.

ITIL is the fastest growing standardized method for IT Service Management improvement. All global service providers and multinationals around the world adapt to this Process Model for their IT Service Delivery.

ISEB and EXIN being the examination institutes for ITIL, predicted 50.000 exam candidates for ITIL Foundations, Practitioner or Service Management in 2005! This number is even growing for 2006.



ITIL Trainers Association
Olympia 1a
1213 NS Hilversum
The Netherlands

Tel. +31 (0)35 646 27 86

info@itiltrainers.com
www.itiltrainers.com