



ITIL Train the Trainer Program

We believe training is an art and the trainer as a person is essential to the success of the total training. Not only does a trainer need a thorough theoretical background and experience. He also needs an expert level on communication, group interaction, presentation and social skills.

ITA aims to be the high end quality market leader in ITIL education. 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%). Only the best are good enough. Since these are hard to find and we have a growing demand for trainers, we decided to educate trainers ourselves. To complete this we also certify those trainers that are able to reach our standards. We do this together with expert form the field of education and Service Managers from the field. ITA also holds a close relation with EXIN and seeks co-operation with the examination bodies as EXIN and ISEB.

Certified ITIL Trainer (CIT) Development program:

A recent survey held among Service Management professionals showed skills were essential to success and most commonly lacking among Service Managers. ITIL Trainers require the same skills to be able to teach others. This program will lead the professional to potentially become an ITIL trainer and as an ultimate experience be one, preferably in another country or region, just for fun and maybe to learn something about cultural differences as well. Of course this is all executed under the guidance of a certified lead trainer.

Internship means an ITIL certified practitioner from the field will follow a "Train the trainer workshop" with ITA and if successfully passed the end terms, he will be a co-trainer for a commercial ITIL training. This will offer the professional a possibility to get practical experience in training ITIL, managing groups, speaking in front of an audience and handling workshops. On the other hand, the students will benefit from his practical experience from the field. This has proven to be the most appreciated topics of ITIL training among students. Together this is a winning situation for the professional, his employer and for the students.

There are a few prerequisites to become a certified ITIL trainer with ITA. They are partly based on the prerequisites, the accreditation bodies EXIN and ISEB demand for ITIL trainers,

- **ITIL Background;** The trainer must have a profound background in IT Service Management with a minimum of 5 years experience in an IT Management environment.
- **Certified ITIL Service Manager;** Of course an ITIL trainer is already a certified ITIL Service Manager.
- **Language Skills;** The trainer must be fluent in English. Other languages on top of that offer possibilities for local markets.

ITIL Trainers Certification Program:

The program is aimed at experts from the field with different backgrounds. Perhaps you're already a trainer from a training institute or a freelance trainer. You could also be a professional from the field wanting to extend your ITIL knowledge and presentation skills. The total program is independent of the candidates' background. Everybody who satisfies to our prerequisites can step in.

- **Train the trainer course;** An extensive 3 day training program to develop and test presentation and trainer skills. If passed successfully this will provide certification for the following year.
- **Contribution;** To prolong the certification after one year the trainer must comply to a perceptible contribution in the field or one or more successful training sessions.

Trainers who apply for the Certified ITIL Trainers Program and satisfy these demands are awarded the title Certified ITIL Trainer and are supported by ITA with training materials, free access to ITA.Net the Intellectual Capital Database of ITA with Service Management data, trends and useful templates and studies. After their contribution in the following year the trainer can apply for the status International ITA Trainer and perform his own training sessions under ITA accreditation.

Forecast

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. All this reflects in a growing demand for ITIL trainers.



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