![Global Knowledge]

ITIL Certification Tracks

ITIL® is a set of best practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business. Outlined in a series of five core publications—each covering an ITSM lifecycle stage, ITIL describes procedures, tasks and checklists that are not organization specific and are used to establish a minimum level of competency, providing a baseline from which to plan, implement and measure.

ITIL advocates that IT services must be aligned to the needs of the business and must underpin the core business processes. It provides guidance on how to use IT as a tool to facilitate business change, transformation and growth.

Our ITIL training curriculum includes preparation for Foundation, Intermediate and Expert credentials. The chart below defines the courses required to achieve certification.

Legend:
- ITIL Service Lifecycle Track
- ITIL Service Capability Track
- Certification Available

ITIL Master

ITIL Expert
(Requires 22 credits)

ITIL Intermediate: Lifecycle Modules

Continual Service Improvement
Course 2723 (3 credits)

Service Operation
Course 2722 (3 credits)

Service Transition
Course 2721 (3 credits)

Service Design
Course 2720 (3 credits)

Service Strategy
Course 2719 (3 credits)

Managing Across the Lifecycle
Course 2779 (5 credits)
(Requires 17 credits)

ITIL Practitioner
Course 4114 (3 credits)

ITIL Intermediate: Capability Modules

Service Offerings and Agreements
Course 2725 (4 credits)

Release, Control, and Validation
Course 2726 (4 credits)

Planning, Protection, and Optimization
Course 2724 (4 credits)

Operational Support and Analysis
Course 2727 (4 credits)

ITIL Foundation
Course 2975 (2 credits)

ICT-008

The five core publications map the entire ITIL service lifecycle, beginning with the identification of customer needs and drivers of IT requirements, through to the design and implementation of the service, and finally, on to monitoring and improving the service.

Adopting ITIL offers many benefits, including:
- Improved IT services.
- Reduced costs.
- Improved customer satisfaction through a professional approach to service delivery.
- Improved productivity.
- Improved use of skills and experience.
- Improved delivery of third-party services.

Our ITIL training curriculum includes preparation for ITIL Foundation, Intermediate and Expert certification.

ITIL Service Lifecycle Certification Training

After earning your ITIL Foundation certification, you can specialize your expertise at the Intermediate ITIL level. You can even work your way through the Intermediate level to achieve ITIL Expert certification. The ITIL Intermediate level offers two education paths: service lifecycle, which is management focused, and service capability, which is practitioner focused. You may take as few or as many ITIL Intermediate courses and earn qualifications as you wish, building a portfolio of certifications tailored to your requirements and interests.

The ITIL service lifecycle phases lay the foundation for the ITIL service lifecycle certification series, which consists of five courses:
- ITIL Service Lifecycle: Service Strategy
- ITIL Service Lifecycle: Service Design
- ITIL Service Lifecycle: Service Transition
- ITIL Service Lifecycle: Service Operation
- ITIL Service Lifecycle: Continual Service Improvement

The ITIL service lifecycle courses are ideal for those who are in management or leadership roles and need to understand the management and coordination of the ITIL practice areas. The courses will benefit those wishing to comprehend the justification for investing in IT services.

ITIL Service Capability Certification Training

The ITIL service capability track consists of four certifications, or qualifications, that focus on process activities and their execution and use. The service capability courses deliver specialized knowledge on functions, roles and responsibilities, cluster grouping activities, and implementation.

If your job role involves several related ITIL processes or you need detailed process-level knowledge, the service capability qualifications are for you. They are also appropriate if you want to achieve ITIL Expert status to exhibit a balanced and well-rounded understanding of ITIL best practices.

In each of our service capability courses, you will be immersed in the practical aspects of the ITIL service lifecycle and the processes associated with each aspect of service capability.

The service capability track consists of four courses:
- ITIL Service Capability: Operational Support and Analysis
- ITIL Service Capability: Planning, Protection, and Optimization
- ITIL Service Capability: Release, Control, and Validation
- ITIL Service Capability: Service Offerings and Agreements

You will focus on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. Using an engaging, exercise-based approach to learning the core disciplines of ITIL best practices, you will learn to apply the practices throughout the service management lifecycle. The courses position you to successfully complete the associated exams offered on the last day of each course.

Prepare for ITIL Expert Certification

If you are looking to achieve ITIL Expert certification, then ITIL: Managing Across the Lifecycle is the course for you. In it, you'll be immersed in the contents of the ITIL publications, and using a case study-based approach, you will learn the core disciplines of the ITIL best practices. You'll focus on business, management and supervisory objectives, purposes, processes, functions, and activities, and you will examine the interfaces and interactions between the processes covered in the service lifecycle.

Visit **www.globalknowledge.com/itil** for additional information.