

ITIL® Best Practice Courseware

The IT Infrastructure Library (ITIL®) guidance is the only comprehensive, consistent, and coherent set of best practices for IT Service Management (ITSM) and related processes.

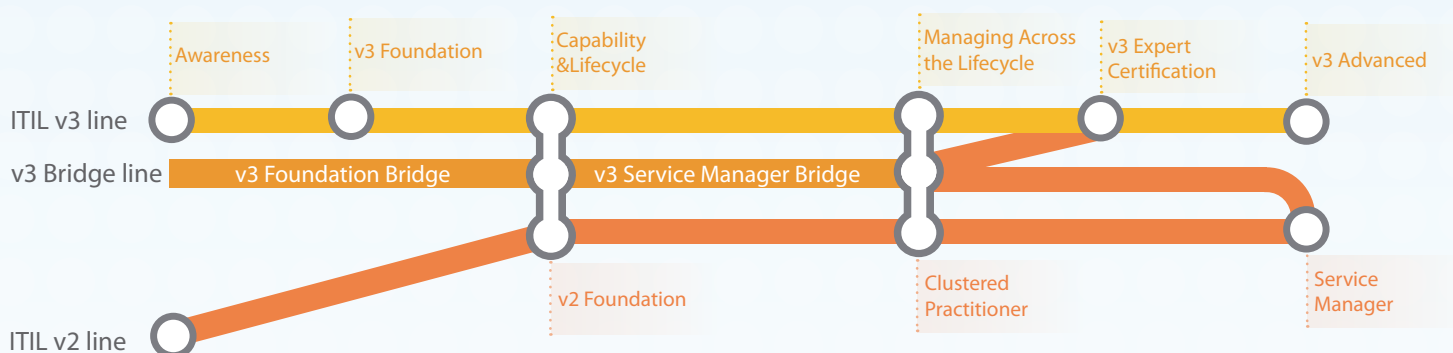
Now in its third version, these best practices have become the de-facto global standard for managing, controlling, and operating IT Services. ITIL promotes a quality Lifecycle approach to achieve business effectiveness and efficiency. Based on the ITIL best practice, there is also an international standard for organizations recognized by the International Organization for Standardization (ISO) — ISO/IEC 20000.

ITpreneurs' comprehensive portfolio of the most advanced and innovative learning and knowledge solutions for ITIL/ITSM ranges from the Awareness, Foundation, and Intermediate levels through to the Advanced level.

ITpreneurs' courses are designed around a learner-centric experience. They are packed with knowledge, and the Intermediate and Advanced courses include practically applicable information designed to help you perform your job better and to transfer the practices and concepts taught in the classroom to your workplace.

Leveraging the quality of our Trainer Certification Program, our global network delivery trainers are the best in the marketplace, providing courses in multiple languages.

ITIL/ITSM Course Map



ITIL v3 Bridge Line Connecting Stations:

v2 Foundation — v3 Foundation Bridge — v3 Capability & Lifecycle

v2 Clustered Practitioner — v3 Service Manager Bridge — v3 Managing Across the Lifecycle — v3 Certification

v2 Service Manager — v3 Service Manager Bridge — v3 Expert Certification

Courseware available from ITpreneurs

Course Name	Course Level	Course Delivery
v2 Courses		
Awareness	Introduction Noncertificate	E-Learning
Extended Awareness	Introduction Noncertificate	E-Learning
ITIL for Help Desk Agents	Introduction Noncertificate	E-Learning
Foundation	Foundation Certificate	Classroom
Foundation	Foundation Certificate	E-Learning
Practitioner Level:	Intermediate Certificate	Classroom
<ul style="list-style-type: none"> • Release and Control • Support and Restore • Agree and Define 		
Service Manager	Advanced Certificate	Classroom
v2 – v3 Bridge Courses		
v3 Foundation Bridge	Foundation Certificate	Classroom E-Learning
v3 Service Manager Bridge	Intermediate — Advanced Certificate	Classroom
v3 Courses		
Awareness	Introduction Noncertificate	Classroom E-Learning
Foundation	Foundation Certificate	Classroom E-Learning
Intermediate Level:	Intermediate Certificate	Classroom
<ul style="list-style-type: none"> • Release, Control & Validation Capability • Operational Support & Analysis Capability • Service Offerings & Agreements Capability • Planning, Protection & Optimization Capability • Service Strategy Lifecycle • Service Design Lifecycle • Service Transition Lifecycle • Service Operation Lifecycle • Continual Service Improvement Lifecycle • Managing Across the Lifecycle 		
Advanced	Advanced Certificate	Classroom
Complementary IT Best Practice Courses and Services		
ITSM Mobilization Workshop		Classroom
Metricus		SAS
ISO/IEC 20000 Training Map		Mixed
ITpreneurs Trainer Certification Program		Mixed