

ITIL Services

As an **Accredited Training Organisation for ITIL**, we deliver ITIL courses according to the ITIL 2011 Edition Qualifications Scheme which provides a modular approach to ITIL certification, and is comprised of a series of certifications focused on different aspects of ITIL Best Practice to various degrees of depth and detail. We deliver **scheduled open courses** as well as **in-house courses** for public and private clients within the Nordic countries.

Our trainings are delivered in the following languages: Danish, English, Swedish, Norwegian and Finnish.

▶ **Scheduled Open Courses**

Standard Training Sessions organised for individuals in Copenhagen, Helsinki, Oslo and Stockholm.

▶ **In-house courses**

Customised Training Sessions at your preferred location and date worldwide. This solution will allow your company to train a number of your employees together reducing the cost of this investment, and will guarantee a training tailored to the needs of your company.

Tailor-Made Services

We provide additional services to the ITIL 2011 Edition Qualifications Scheme for all levels of IT Service Management personnel. These are highly customised courses, created according to your individual requirements.

▶ **Customised Case Study**

The Customised Case Study will tailor the training programme to the exact needs of your company. A customised Case Study can be used to demonstrate the practical application of the ITIL in your company.

▶ **ITIL Overview**

The ITIL Overview Course provides delegates with a guide to what ITIL might do for Service Management and introduces participants to the ITIL best practice. This one day event provides an introduction to the ITIL Best Practices, focusing on the ITIL 2011 terminology, structure and basic concepts

Contacts

QRP International is a training and consultancy provider of Best Practice Management Methods, specialised in the Cabinet Office Best Practice qualifications like:

- ▶ PRINCE2 - Project Management
- ▶ MSP - Programme Management
- ▶ P3O - Portfolio, Programme and Project Offices
- ▶ MoP - Management of Portfolios
- ▶ ITIL - IT Service Management
- ▶ Agile Project Management

Our accredited Quality Management System ensures the high Quality of our services; the focus on Results allows us to provide highly customised trainings with case studies created in cooperation with our clients; the focus on People is assured with the use of certified trainers, with international experience in Project Management

If you have any inquiries about our services please contact us.

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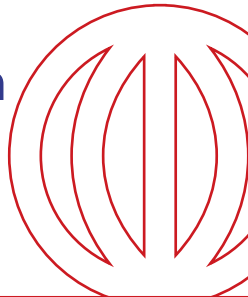
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ITIL Learning Path



ITIL

- ▶ IT Service Management Guidance
- ▶ Public Domain Guidance
- ▶ More than 1.000.000 IT professional certified
- ▶ The Cabinet Office is the owner of PRINCE2®, MSP® (Programme Management), P3O® (Portfolio, Programme and Project Offices), MoP™ (Management of Portfolios) and ITIL® (IT Service Management)



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About ITIL

The **IT Infrastructure Library®** (ITIL) is the most widely accepted approach to **IT Service Management** in the world. ITIL is a best practice framework that has been drawn from both public and private sectors internationally. It describes how IT resources should be organised to deliver business value documenting the processes, functions and roles of IT Service Management (ITSM).

ITIL Version 2 (V2) has undergone a major makeover, which is Version 3 (V3).

ITIL Version 3 (V3) represents an important evolutionary step in its life. The makeover has transformed the guide from providing a great service, to being the most innovative and the best in its class. At the same time, the interface between old and new approaches is seamless, so that users do not have to reinvent the wheel during uptake. V3 allows users to build on the successes of V2 but take IT service management even further.

The new edition, ITIL 2011 edition, is an update version of the ITIL version 3 (V3), the first significant update since 2007. ITIL 2011 is an update, not a new version.

ITIL Benefits

ITIL provides a systematic and professional approach to the management of IT service provision. Adopting its guidance offers users a huge range of benefits that include:

- ▶ **Reduced costs**
- ▶ Improved IT services through the use of **proven Best Practice processes**
- ▶ **Improved customer satisfaction** through a more professional approach to service delivery
- ▶ **Standards and guidance**
- ▶ **Improved productivity**
- ▶ Improved use of **skills and experience**
- ▶ Improved delivery of third party services through the specification of ITIL or ISO 20000 as the **standard for service delivery in services procurements**

ITIL Key Facts

- ▶ Over **one million certified IT** professionals worldwide
- ▶ Exams available in more than **20 languages**
- ▶ ITIL is the **most widely accepted approach to IT service management** in the world

ITIL Qualification Scheme

The **ITIL 2011 Edition Qualifications Scheme** provides a modular approach to ITIL certification, and is comprised of a series of **certifications focused on different aspects of ITIL Best Practice**, to various degrees of depth and detail.

There are **four levels of certification** within the 2011 scheme

- ▶ **ITIL Foundation Level**
The Foundation level focuses on providing knowledge and comprehension of the key concepts, structure, terminology and processes of ITIL. This entry-level certification offers candidates a general awareness of the key elements of the ITIL 2011 Service Lifecycle, including the linkages between lifecycle stages, the processes used, and their contribution to Service Management practices.
- ▶ **ITIL Intermediate Level- Service Lifecycle & Service Capability Streams**
The Intermediate level offers two principle streams of education; Lifecycle and Capability - each with their own series of certifications - and a final rationalization module, Managing Across the Lifecycle. Each of the Intermediate certifications provides candidates with the knowledge, skills and competencies required to apply or manage the application of specific areas of ITIL Best Practice, in a Service Management environment.
- ▶ **ITIL Expert Level**
The Expert level is awarded to candidates in recognition of their achievement of ITIL 2011 Edition certifications. The ITIL Expert level of certification is aimed at those individuals who are interested in demonstrating a superior level of knowledge of ITIL 2011 Edition in its entirety.
- ▶ **ITIL Master**
The Master Qualification level of is the highest qualification available within the 2011 program. This particular qualification is reserved for those individuals who can demonstrate and provide evidence of their ability to implement defined ITIL disciplines and IT Service Management Best Practices within the real world working environment. This level of the scheme is currently in pilot phase

This modular, tiered approach to certification not only offers increased flexibility to candidates relating to the disciplines or areas of ITIL that they are able to study, but generally makes ITIL certification more accessible and achievable.

ITIL Foundation Course

The ITIL Foundation Course covers the entire syllabus of the ITIL Foundation level and prepares participants for the **ITIL Foundation examination**.

This level ensures that a candidate has gained knowledge of the **ITIL terminology, structure and basic concepts and has comprehended the core principles of ITIL practices for service management**. This level is not intended to enable the participants to apply the ITIL practices for service management without further guidance

This is a **three day course**, delivered as a classroom event and is designed for people who require a basic level of ITIL understanding.

Objectives

Following the completion of the course participants should know and understand :

- ▶ **Service management as a practice** (comprehension)
- ▶ **The ITIL service lifecycle** (comprehension)
- ▶ Generic **concepts and definitions** (awareness)
- ▶ Key **principles and models** (comprehension)
- ▶ Selected **processes** (awareness)
- ▶ Selected **functions** (awareness)
- ▶ Selected **roles** (awareness)
- ▶ **Technology and architecture** (awareness)
- ▶ **Competence and training** (awareness)

Foundation Target Audience

- ▶ IT Service Providers
- ▶ IT Directors and Managers
- ▶ CIO's
- ▶ Service Management Consultants
- ▶ Those who require a basic understanding of the ITIL framework
- ▶ Those who require a basic understanding of the application of ITIL to enhance the quality of IT Service

It is desirable but not essential that participants have some understanding of IT Service Management.