

## ITIL Training

The IT Infrastructure Library (ITIL) is viewed as the most widely accepted approach to IT service management. It is vital that IT professionals and management responsible for implementing ITIL throughout their organizations understand each step in the service management process.

Through ITIL training, organizations can more rapidly adopt ITIL's procedures and tools and optimize service quality, improve service levels, and reduce costs.



### Featured Course List

#### ITIL Version 3 Foundations Bridging Course

This one-day fast track course for holders of ITIL Version 2 certificates highlights the main differences between the earlier version and the new topics in Version 3.

#### ITIL Version 3 Overview

This course is designed for managers, executives, and staff indirectly involved in IT service management who need an introduction to ITIL. Both half-day and full-day workshops are available.

#### ITIL Foundations Version 3

Following this three-day training, participants will understand the basic concepts and processes of ITIL Service Management disciplines. The exam is administered on the third day of training.

#### GTSI Enterprise Education Services

GTSI Enterprise Education Services offers a full range of ITIL courses taught by accredited trainers. Classes include those that establish a basic awareness of ITIL Version 3 for individuals who meet all the qualifications for advanced certification.

GTSI Education Services provides ITIL training at a customer's location, in public classrooms around the country, or online.

#### Advanced ITIL Certification

Fundamentally, all basic principles and processes are the same between ITIL Version 2 and 3. The main difference is that Version 3 focuses on managing the service lifecycle and leveraging technology to provide value to the business.

With the release of ITIL Version 3, GTSI's training will focus on helping participants understand the five main stages of the service lifecycle: Service Strategy, Service Design, Service Transi-

tion, Service Operation, and Continual Service Improvement.

Individuals who are ITIL Foundations certified can take additional trainings and exams to become an ITIL Expert. Training participants can choose classes closely aligned with their job role and take the subsequent exams.

Holders of the Service Manager Certification in ITIL Version 2 who wish to transition to Version 3 can take a four-day bridging course that covers the components new to ITIL Version 3. Passing the exam administered on the last day of training will certify a participant as an ITIL Expert.