

ITIL[®] Certifications Foundation, Intermediate, Expert

IT skills alone are no longer an asset for an IT professional or a corporation. Professionals need to combine their IT expertise with business acumen and focus on **continuous service improvement**. ITIL[®] can deliver great cost savings for an organization by promoting the optimum use of its assets - people processes and technology.

What is ITIL[®]?

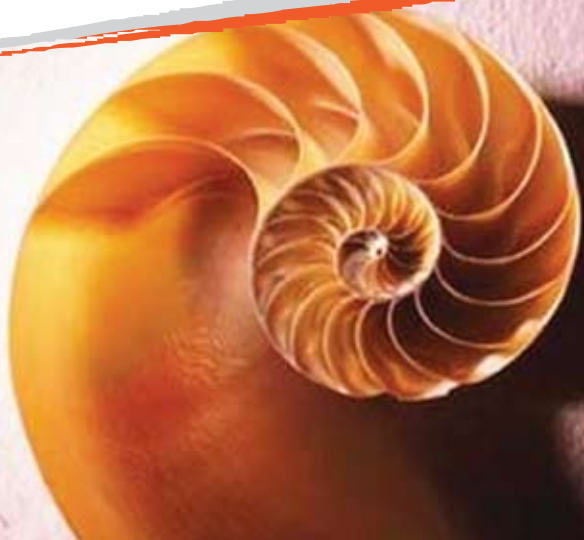
ITIL[®] (Information Technologies Infrastructure Library) is the most widely established approach to IT Service Management in the world, with more than 1,500,000 certified people. Developed by the UK Office of Government Commerce (OGC), ITIL[®] is fully compatible with ISO/IEC 20000, the first International Service Management Standard for organizational certification and compliance.

Who is ITIL[®] for?

- IT professionals who are involved in the delivery or support of IT services
- Business professionals who need to further understand how IT can help maximize their business potential

Why choose PEOPLECERT Group for your ITIL[®] exams?

- Web & Paper based exams in 19 languages
- Online candidate registration up to 2 days prior to the exams
- Robust and user friendly examination platform
- Fast and accurate result publication
- E-certificate and online certificate verification
- Certificate shipping within five business days from the exam results issue date
- Competitive exam fees



A set of best practices that provide a systematic and professional approach to the management of IT services as a tool to facilitate business change, transformation and growth. This is what ITIL® is all about...

ITIL® Benefits for the professional

- Enhances your employment prospects
- Makes your skills more competitive
- Proves your expertise and know how
- Offers you a unique opportunity to combine your IT skills with a business approach, thus making IT services more aligned with the corporate needs
- Increases your standing within the IT community

ITIL® Benefits for the organization:

- Increases cost effectiveness and productivity, through a methodical and consistent service delivery
- Improves customer service delivery through measurable and clearly defined processes
- Improves ROI of IT services through the use of proven best practice processes
- Offers greater visibility of IT costs and IT assets
- Reduces cost of recruitment and training - hiring ITIL qualified people is easier.

ITIL® Qualification Scheme

ITIL® Foundation

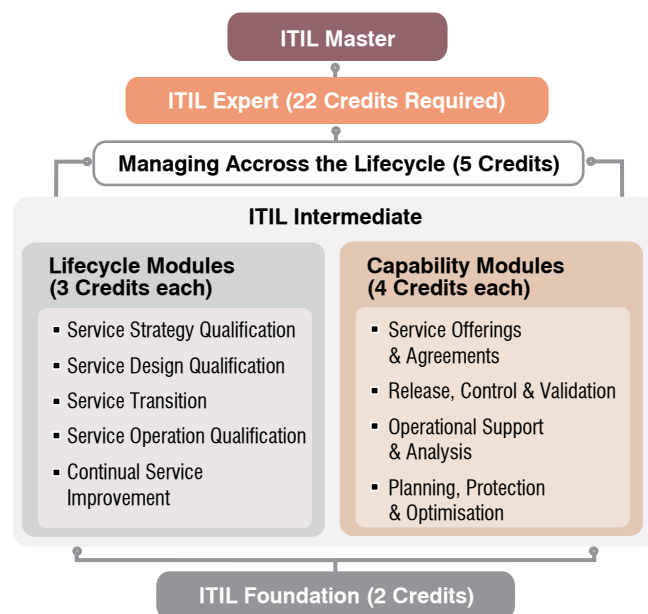
This level is suitable for individuals who require a basic understanding of the ITIL framework and how it may be used to enhance the quality of IT service management within an organization.

ITIL® Intermediate

This level is suitable for those who require a deeper understanding of the ITIL Service Management Practice and how it may be implemented to enhance the quality of IT service management within an organization.

ITIL® Expert

This level is achieved by accumulating 22 credits through the first two levels of the Scheme.



PEOPLECERT

PEOPLECERT Group, the experts in certifying professionals, offers independent qualifications that evaluate competence, know-how and performance and lead to globally recognized certificates. **8,850 exam locations | 3,000,000 exams to date**

Through our ISO 17024 Accreditation for Personnel Certification and certifications (ISO 27001 for Information Security, ISO 14001 for Environmental Management, ISO 10002 for Customer Satisfaction and Complaints Handling, and ISO 9001 for Quality Management), we offer independent, high quality exams based on industry best practice and recognized by public and private companies worldwide. Fast and reliably.



e-mail: info@peoplecert.org www.peoplecert.org