

# ITIL® Qualifications

## Foundation, Intermediate, Managing Across the Lifecycle, Expert, Master

IT Service Management best practices that bring measurable value to business and enhance IT professionals' know-how

### What is ITIL®?

With more than 1,500,000 certified professionals worldwide, ITIL® (IT Infrastructure Library®) is the most widely established approach to IT Service Management. It provides a set of best practices for identifying, planning, delivering and supporting IT services to businesses and can be applied to nearly all organizations. 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

### ITIL® Qualification Scheme

#### ITIL® Foundation

Suitable for individuals who require a basic understanding of the ITIL framework.

#### ITIL® Intermediate

For a deeper understanding of the ITIL Service Management Practice.

#### ITIL® Managing Across the Lifecycle (MALC)

A capstone level, aimed at individuals who wish to achieve the ITIL® Expert level.

#### ITIL® Expert

Designed for professionals who wish to demonstrate a superior level of knowledge of the ITIL Scheme.

#### ITIL® Master

This validates the capabilities of the professional to apply the ITIL® principles and techniques to the workplace. The ITIL® Expert is a prerequisite.



## ITIL® Benefits for the professional

- Enhances your employment prospects
- Makes your skills more competitive
- Proves your expertise and know how
- Boosts your job productivity
- Increases your standing within the IT community

## ITIL® Benefits for the organization:

- Aligns IT with business needs making the former an asset to the business
- Increases cost effectiveness and productivity
- Improves customer service delivery
- 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

## Why PEOPLECERT?

- ✓ Web & paper based exams in all available languages
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**PEOPLECERT**

With **3,500,000+** exams in **110 countries**, PEOPLECERT offers globally recognized certifications, such as ITIL®, PRINCE2® MSP®, M\_o\_R®, P3M3®, P3O®, MoP® and MoV®, ISO 20000, ISO 27000 and IASSC Lean Six Sigma in **22 languages**, through flexible and secure examination systems. PEOPLECERT also offers a suite of online services that aim to further simplify the exam experience, including web proctored exams, online exam booking, e-certificate and online certificate verification.

