

Corporate Educational Services

Education and IT Service Management

ITIL has become the most widely adopted framework of “good practices” for IT Service Management worldwide. Companies are adopting ITIL to improve their ability to deliver cost effective IT services that are business aligned, and meet the current and future quality standards of the business. IT organizations recognize that, to make their ITIL initiatives successful and sustainable, they need to seed the existing culture with the language, vision, and promise of a new “service culture”. Education is critical to achieving this goal.

Educational Services for Corporations

Whether your company is just beginning to evaluate the ITIL “good practice” framework or has already begun the “journey” towards ITIL adoption, Inteq can provide a broad spectrum of educational services that are designed support your ITIL adoption initiative.

Inteq Educational Services

| Awareness Seminars | Web-Based Training | Classroom-Based Certification Training |
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| Executive and Team ITSM Overviews These seminars provide corporate and IT executives and management with an introduction to IT Service Management and the IT Infrastructure Library. The Executive Overview also covers the drivers for cross-enterprise adoption of ITSM along with an approach to achieve operational excellence. | Journey to Excellence ITIL Awareness A web-based, self-paced primer which provides an overview to ITSM and ITIL best practices ITSM Best Practices On-Line™ ITIL Foundation A web-based, self-paced class which prepares the student to take the ITIL Foundation certification exam. | ITIL Foundation Class Teaches the fundamentals of the IT Infrastructure Library: a prerequisite to the Practitioner and Service Manager classes. ITIL Practitioner Class Covers the implementation management and day-to-day operation of each of the ITIL core processes. ITIL Service Manager Class An in-depth treatment of the processes required to deliver and support IT services to the business community. Class leads to Manager's certificate in ITSM (ITIL Master). |

ITSM / ITIL Awareness Seminars

Executive Awareness Seminar

The ITSM / ITIL Executive Awareness Seminar is an ideal tool for those managers who want to review the benefits of ITIL, begin a dialog on how ITIL might address the current challenges, and understand the steps needed to obtain organizational buy-in.

The ITSM Executive Overview is a three (3) hour seminar that provides corporate and IT executives and managers with an introduction to Information Technology Service Management (ITSM) and the IT Infrastructure Library. The context of today's business is explored, along with the current environment in which IT finds itself operating. Challenges faced by both the business and IT to survive and thrive in a highly competitive environment are discussed, along with an approach to help IT organizations achieve Operational Excellence – efficiency while meeting or exceeding service levels. Designed to be an interactive session, specific challenges and implications will be



discussed with respect to IT Service Management and we will start to establish a vision for service management within the organization.

The Executive Overview introduces:

- The IT Infrastructure Library and its origins
- The standards based on and related to ITIL
- Organizational adoption of ITIL
- The benefits for IT as an industry, for IT service providers, and for the business
- Implementation approach

❖ **Operational Awareness Seminar**

The ITSM / ITIL Operational Awareness seminar is used by managers or ITSM program leaders that want to: communicate the vision and value of ITIL adoption, generate momentum for their ITIL initiative, and identify operational concerns and challenges.

The ITSM Operational Overview is a three (3) hour seminar that provides IT Operation Managers and key staff members with an introduction to IT Service Management and ITIL, its benefits and justification. The seminar provides a brief yet concise introduction to the objectives, key concepts, processes, and terminology that are part of the ITIL “good practice” approach. The seminar helps build a common base of knowledge and vocabulary for teams beginning to focus on ITIL and IT Service Management.

The seminar is designed to be interactive, specific challenges and implications will be discussed with respect to existing practices and how ITIL’s “good practice” guidance can be leveraged to addressing these challenges and improve the overall quality of IT services.

The Operational overview introduces:

- IT Service management , its benefits to the business and IT service providers
- The IT Infrastructure Library as a “good practice” reference for ITSM
- The lifecycle approach to delivering and supporting IT services
- The objectives, key concepts, processes , and terminology that enable IT Service Management
- The critical success factors and challenges in implementation

➤ **Onsite ITIL Classroom Training**

InteQ offers a full range of ITIL courses that are cost effectively delivered at corporate locations. All InteQ courses are all fully accredited and delivered by experienced ITIL consultants who enhance course content with their knowledge and experiences. Course content is reinforced by examples, classroom exercises, case studies, and shared experiences. Certification testing is included with each course but can be optional upon request.

InteQ offers the following onsite courses.

- ITIL v2 Foundation
- ITIL v3 Foundation
- ITIL v3 Foundation Bridge
- Support and Restore Practitioner
- Releases and Control Practitioner
- Service Level Management Practitioner
- ITIL Service Manager

➤ **Online ITIL Foundation Training**

InteQ offers self-paced, web-based versions of its ITIL Foundation training course. InteQ’s online courses are a convenient and cost-effective alternative to the traditional classroom. Corporate training organizations and ITSM programs use InteQ’s online ITIL courses

- To reduce the overall cost of providing foundation level ITIL training to its IT staff.
- To accommodate individual learning styles without incurring the associated costs
- To provide training to IT professional in remote locations or with busy schedules



InteQ online courses leverage the integrated multimedia capabilities and utilize the support services of a proven learning system that has already educated thousands of IT professional's world wide since 2001. Like traditional classes, all online courses are fully accredited.

InteQ's offers the following self paced, web based online courses.

- ITIL v2 Foundation
- ITIL v3 Foundation
- ITIL v3 Foundation Bridge (coming soon)

About ITIL

The IT Infrastructure Library (ITIL) is considered a de facto standard for ITSM and is practiced by organizations worldwide. ITIL is a proven set of guidance and best practices developed in the late 1980s by the United Kingdom Central Computer and Telecommunications Agency (CCTA). The CCTA, which is part of the U.K. government, recognized a need to provide a standard qualification before hiring employees and consultants. CCTA also understood that other public and private sectors would also need similar qualifications. ITIL is seen as a way to reduce costs while maintaining and improving quality of service.