PEOPLECERT

The world's most widely used IT Service Management framework

Learn how to introduce, apply & adapt ITIL® within an organization

What is ITIL®?

With more than 2,000,000 practitioners qualified across 180 countries, 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.

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® 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 organiztion

- 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

ITIL® Qualification Scheme

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

ITIL® Practitioner
Aims to improve the ability of individuals to adopt and adapt ITIL in their organizations.

ITIL® Intermediate
Modular structure focusing on different aspects of IT Service Management.

ITIL® Expert
Designed for professionals who wish to demonstrate a knowledge of the ITIL Scheme in its entirety.

ITIL® Master
Validates the capabilities of the professional to apply the ITIL® principles and techniques to the workplace.

Taking exams has never been easier

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PEOPLECERT

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