

ITIL® Training

Achieve Your ITIL Certification and Implementation Goals

ITIL Foundation Certificate (2 credits)

1197 Achieving ITIL® Foundation Certification

ITIL Implementation (nonaccredited, noncertification)

3871 Putting ITIL® into Practice: A Roadmap for Transformation

ITIL Complementary Modules

- 3801 Achieving Change Analyst Certification within ITIL® Service Management (1.5 credits)
- 3902 Achieving ISO/IEC 20000 Foundation Certification (1 credit)
- 3903 Achieving ISO/IEC 20000 Practitioner Certification (1.5 credits)
- 3904 Achieving ISO/IEC 20000 Auditor Certification (1 credit)

ITIL Lifecycle Modules (3 credits each)

- 982 ITIL® Intermediate Qualification: Service Strategy
- 993 ITIL® Intermediate Qualification: Service Design
- 992 ITIL® Intermediate Qualification: Service Transition
- 991 ITIL® Intermediate Qualification: Service Operation
- 994 ITIL® Intermediate Qualification: Continual Service Improvement

ITIL Capability Modules (4 credits each)

- 995 ITIL® Intermediate Qualification: Operational Support and Analysis
- 996 ITIL® Intermediate Qualification: Release, Control and Validation
- 997 ITIL® Intermediate Qualification: Planning, Protection and Optimization
- 998 ITIL® Intermediate Qualification: Service Offerings and Agreements

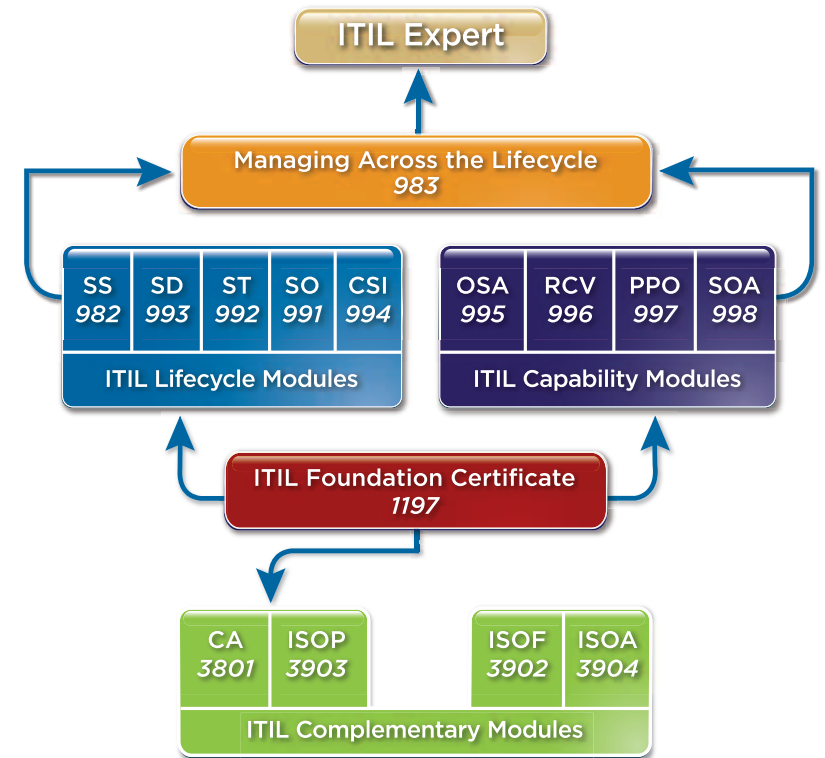
Managing Across the Lifecycle (5 credits)

983 ITIL® Intermediate Qualification: Managing Across the Lifecycle

17 credits are required to take the Managing Across the Lifecycle examination.



Productivity through Education®



LEGEND

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|---|--|
| CA - Change Analyst | RCV - Release, Control and Validation |
| SS - Service Strategy | PPO - Planning, Protection and Optimization |
| SD - Service Design | SOA - Service Offerings and Agreements |
| ST - Service Transition | ISOF - ISO/IEC 20000 Foundation |
| SO - Service Operation | ISOP - ISO/IEC 20000 Practitioner |
| CSI - Continual Service Improvement | ISOA - ISO/IEC 20000 Auditor |
| OSA - Operational Support and Analysis | |
- All Learning Tree Course numbers are in italics.*



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