

Information Technology Infrastructure Library (ITIL)

Reliable, consistent and affordable IT services in a constantly performance-driven environment



How ITIL Benefits you:

- ***Streamline IT processes***
- ***Align IT services with business requirements***
- ***Apply proven best practices***
- ***Provide optimal service at a justifiable cost***

In today's world of very tight budgets, stalled or frozen projects, and drastic staff reductions, IT executives are looking for different ways to run their shops. Having technical competence is not enough. IT organizations must focus not only on technology but people and process as well. Today's IT managers need to look at their internal processes, streamline them and close the loopholes to process circumvention that affect live IT infrastructures and the organization's bottom line. The Information Technology Infrastructure Library (ITIL) can help to accomplish this goal.

ITIL is the most widely accepted approach to IT service management and is relevant to anyone involved in the delivery or support of IT services. It provides guidance on how to take a holistic, process-based and fully integrated business approach to IT Service Management. Practical and theoretical knowledge of IT Service Management is enhanced through a cohesive set of best practices drawn from public and private sectors throughout the world. ITIL focuses on key activities that bring about optimal service quality, with a reasonable and justifiable cost, and is supported by a comprehensive qualifications scheme, accredited training organizations, and implementation and assessment tools.

What are the benefits of ITIL?

- Aligns IT services with business requirements.
- Provides proven best practices, not just a methodology.
- Demonstrates how to provide optimal service at a justifiable cost
- Teaches the concepts, benefits and processes required to deliver world class customer service in an IT environment

Why take ITIL training from New Horizons?

New Horizons ITIL training will help you apply the internationally proven best practices for IT services and adopt a business and systematic approach to managing day-to-day operations. New Horizons offers training paths for the following certifications to ensure all IT employees and managers have reached the appropriate skill level needed to succeed:

- Foundation
- Practitioner
- Manager

Who will benefit from ITIL education and certification?

IT professionals, management, IT quality teams, suppliers and consultants and those responsible for the implementation and support of information technology.

Learn from the Leader

With over 20 years experience, more than 250 training centers in over 50 countries and over 2,200 instructors, New Horizons is the world leader in computer training.

ITIL Registration

To register for courses or for more information, contact your New Horizons Account Executive today or visit us online at www.newhorizons.com

Certification Flow Chart

There are three different ITIL certifications available: Foundation, Practitioner, and Manager.
The chart below represents the three certification areas and their related courses:

