



# The world's most widely used IT Service Management framework

Learn how to introduce,  
apply & adapt ITIL<sup>®</sup>  
within an organization



# ITIL® Benefits for the organisation

## 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

- 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.

# PEOPLECERT

PEOPLECERT is a global leader in the assessment and certification of professional skills, partnering with multi-national organizations and government bodies to develop and deliver market leading exams. PEOPLECERT delivers exams across 156 countries, in 25 languages, through its state-of-the-art assessment technology, enabling professionals to reach their full potential and realize life ambitions through learning.

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