

		JOB TITLES						
		Change Coordinator, Network Analyst, Support Analyst	Service Desk Manager, Help Desk Manager, Support Manager, Problem Manager, Operations Analyst	Configuration Manager, Change Manager, Release Manager	Account Manager, Service Level Manager, Service Manager/ Owner	Systems Analyst, IT Process Designer, Quality Manager, IT Planner	IT Service Manager, ITSM Consultant	IT Manager, CIO, IT Director
COURSES	ITIL® Foundation	✓	✓	✓	✓	✓	✓	✓
	ITIL Operational Support & Analysis		✓					
	ITIL Release, Control & Validation			✓				
	ITIL Service Offerings & Agreements				✓			
	ITIL Planning, Protection & Optimization					✓		
	ITIL Service Strategy				✓		✓	✓
	ITIL Service Design				✓	✓	✓	
	ITIL Service Transition			✓	✓		✓	
	ITIL Service Operation	✓	✓		✓		✓	
	ITIL Continual Service Improvement	✓	✓	✓	✓	✓	✓	
	ITIL Expert Certification: Managing Across The Lifecycle						✓	
	COBIT 5® Foundation				✓	✓	✓	✓
	PRINCE2® Foundation & Practitioner					✓	✓	
	Lean IT Foundation		✓	✓	✓	✓	✓	✓
	Service Catalog Implementation Overview			✓	✓	✓	✓	
	How to Define & Implement A Service Catalog				✓	✓	✓	✓
	Problem Management: Root Cause Analysis Workshop	✓	✓		✓	✓	✓	
	IT Service Management Strategic Roadmap						✓	✓
	How To Define & Implement A CMDB According To ITIL Best Practices	✓		✓			✓	
	ITSM Incident, Problem & Change Clinic: How To Conduct A Gap Analysis & Develop An Improvement Plan		✓	✓		✓	✓	
	Implementing IT Service Management Boot Camp					✓	✓	
	Continual Service Improvement One Day Workshop	✓	✓	✓	✓	✓	✓	✓
	How To Measure, Improve & Manage The Effectiveness Of Your Service Level Management Processes				✓	✓	✓	✓
	ITSM In Action: The Apollo 13 Simulation Workshop	✓	✓	✓	✓	✓	✓	✓
	IT Business Alignment In Action: How To Create A High Performing IT Organization				✓	✓	✓	✓
		ITIL Awareness	Service Support	Service Configuration & Transition	Service Ownership/ Management	Service Planning	ITIL Expert, Service Manager	IT Service Executive
	Capability							

✓ Official ITIL® Certification Course

✓ Other Certification Courses

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