



Global Knowledge®



## The Experts in ITIL® Training

IT Infrastructure Library™ (ITIL®) has become the international standard for best practices in IT Service Management. Our ITIL training can empower your organization through adoption of IT Service Management. We offer a full range of courses, from basic awareness, to ITIL implementation planning, to certification.

### Achieve Your ITIL Certification

Our ITIL training curriculum includes preparation for the entire ITIL version 3 qualification scheme – from v3 Foundation to the Service Lifecycle and Service Capability streams. Our students' pass rate on the v3 Foundation certification exam beats the industry standard.

### Relax with Our ITIL Guarantee

We offer a money-back guarantee to anyone taking our ITIL v2 or v3 Foundation Exam Prep Boot Camps and our ITIL Intermediate-level courses. You'll pass the associated certification exam, or we'll give you your money back.

### Put ITIL Theory into Action

Turn ITIL theory into practice with our proprietary ITIL in Action curriculum. Each course focuses on a real-world skill set, leveraging exercises that let you master the techniques you'll need to integrate ITIL best practices into your job. ITIL in Action training includes these popular courses and more:

- How to Build a Service Catalog
- How to Define and Value IT Services
- How to Measure and Justify IT Services
- How to Create an ITIL Service Desk and Incident Management Process
- How to Master Problem Management
- How to Set Up Change and Release Management

### Learn from ITIL Expert Instructors

All of our ITIL Instructors have achieved "Expert" status. They are all experienced ITIL practitioners and consultants who bring real-world expertise into the classroom.

### Align IT and Business Goals

Recent studies underscore the disparity between corporate IT service catalogs and overall business strategies. Below are two popular courses that help IT define its service catalog to align with strategic business goals.

Through these courses, you'll learn how to define, value, measure, and justify IT projects within a business-aligned service strategy. Become an expert in selecting high-impact IT improvement projects. Leverage best practices from industry-standard frameworks such as ITIL, COBIT, SERVQUAL, PMBOK® Guide, CMMI, Six Sigma, and others. Turn theory into practice and practice into results. You'll also receive a CD of tools and templates to help you apply the techniques you've learned.

- How to Define and Value IT Services (2771)  
3 Day Course, 18 PMI PDUs  
Available via Classroom, Virtual Classroom, and On-Site
- Measuring and Justifying IT Services (2772)  
3 Day Course, 18 PMI PDUs  
Available via Classroom, Virtual Classroom, and On-Site

# Why Choose Global Knowledge?

## Why Choose Us for Your IT and Business Training?

Global Knowledge is the worldwide leader in IT and business skills training. No other training provider is as dedicated as we are to providing customers with the absolute best training experience. With our unique brand of IT and Business Training, you can:

### Learn from the Best Instructors

- More CCIE, CCSI, MCSE, MCSA, and MCITP instructors than any other training provider. All Microsoft instructors are MCTs.
- Our Project Management course instructors are experienced, PMP®-certified professionals.
- Many of our instructors are also consultants, bringing their real-world knowledge, tips, and best practices into the classroom.

### Engage with Custom, Hands-On Labs and Exercises

- Cisco and Microsoft Authorized courseware is enhanced with custom labs and exercises to maximize hands-on training and dramatically improve your learning experience.
- Millions of dollars are invested in the best equipment, allowing you to configure and troubleshoot cutting-edge routers, switches, IP phones, optical and security equipment, and much more.
- Our Business Training courses feature in-class case studies and exercises so you can practice what is preached.

### Choose from Robust Delivery Options

- Premium content and expert instruction are offered via open-enrollment classrooms; live web-based virtual classrooms; private on-site instruction; and self-paced learning on CD.
- We also can provide a tailored, blended learning solution that best meets your needs.

### Train Your Entire Team or Company with Our Worldwide Solutions

- Classroom training centers located in 23 countries; online and on-site instruction worldwide; courses can be taught in 11 different languages.
- Proven capability to deliver timely, consistent, and high-quality training solutions to the individual, to teams, and to a globally dispersed workforce.
- Clients include more than 75% of Fortune 500 companies; Federal, State, and Local government agencies; and U.S. Air Force, Army, Navy, Marines, and Coast Guard military branches.

### Select from More Than 1,200 Courses

Our broad and deep training portfolio spans foundational and specialized training and certifications.

#### Our IT Training includes:

- Cisco
- Microsoft
- VMware
- Nortel/Avaya
- Citrix
- Iron Port
- EC-Council
- Networking & Wireless
- Programming
- Operating
- Systems
- Security
- VoIP
- Telephony

#### Our Business Training includes:

- Project Management
- ITIL
- People Management
- Business Analysis
- Business Process Improvement
- Leadership Development

## Experience Award-Winning Training

- VMware Global Education Partner of the Year.
- Cisco Global Learning Partner of the Year.
- Training Industry.com List of Top 20 Companies.
- Training Industry.com Top 20 IT Training Company.
- EC-Council Most Outstanding Accredited Training Centers

\* From a Q4 2009 survey of the "IT Professional Advisory Panel," a blind panel comprised of IT professionals. Survey data collected by Vision Critical LLC.



Learning Solutions

