



IT Infrastructure Library (ITIL) Training Services Overview

Selecting the Appropriate Training Partner & Delivery Channel

Prepared For:

Our Valued Clients

Agenda

- Introductions
 - Who is NAI
 - Why Choose NAI
- Our Training Approach
- Distant Learning Overview
- ITIL v3 Intermediate & Advanced Course Availability
- Why Choose NAI?



Introductions

Who is Nouri Associates, Inc.?

- Founded in 2001, NAI is a specialist provider of Consulting, Training and On-Demand solutions in the area of IT management and control best practices using globally accepted best practices standards and frameworks such as ISO 20000, ITIL, eSCM, PMBOK, CMMI and COBIT.
- We focus in four key practice areas:
 - 1) *IT Strategic Planning and Governance*
 - 2) *Enterprise IT Architecture*
 - 3) *Business and IT Service Management (BSM and ITSM)*
 - 4) *Strategic Sourcing*
- Within our Service Management practice, we help our clients:
 - Define and manage their Service Management Program and goals
 - Train and certify the internal team to become self-sufficient
 - Define and optimize processes and operations
 - Measure and benchmark business and IT improvements
 - Close automation gaps in their Service Management portfolio with affordable On-Demand solutions (monthly, based on actual use).

Who is Nouri Associates, Inc.? (cont'd)

- We have developed specialized capabilities in ITIL and Business and IT Service Management (BSM & ITSM) on a global scale
 - Senior consultants with 18+ years of experience in the IT industry, ITIL certification and deep ITSM consulting and deployment experience
 - All instructors are ITIL Manager certified with a consistent record of successful training and consulting engagements
 - EXIN ATP (Accredited Training Provider) for Foundation and Advanced classroom and online ITIL courses
 - itSMF ACP (Accredited Course Provider) for ISO 20000
 - Member of itSMF USA Certification Board and EXIN USA Quality Initiative, member of ANSI-ASQ National Accreditation Board for ISO 20000.
- Key ITIL & ISO 20000 Offerings
 - Implementation Consulting
 - Classroom and Online Training and Briefings
 - Process Models and Templates
 - On-Demand ITSM and BSM solutions to fill gaps in process automation

Why Choose NAI as Your ITIL Partner

- Specialist firm with a focus on IT Service Management and Control frameworks
- Extensive experience within IT Service Management and Public Sector
- Senior and accredited ITSM Training and Practitioner staff with an average of 20+ years of experience and high student satisfaction ratings
- Consistently above average student pass rates
- Award winning classroom and online course material recognized for innovation and quality
- Ongoing industry contributions through work with itSMF, EXIN and ISACA
- Validated quality and training approach through EXIN accreditation for all level of ITIL Training
- Work with ITSM experts to pragmatically apply the relevant concepts.

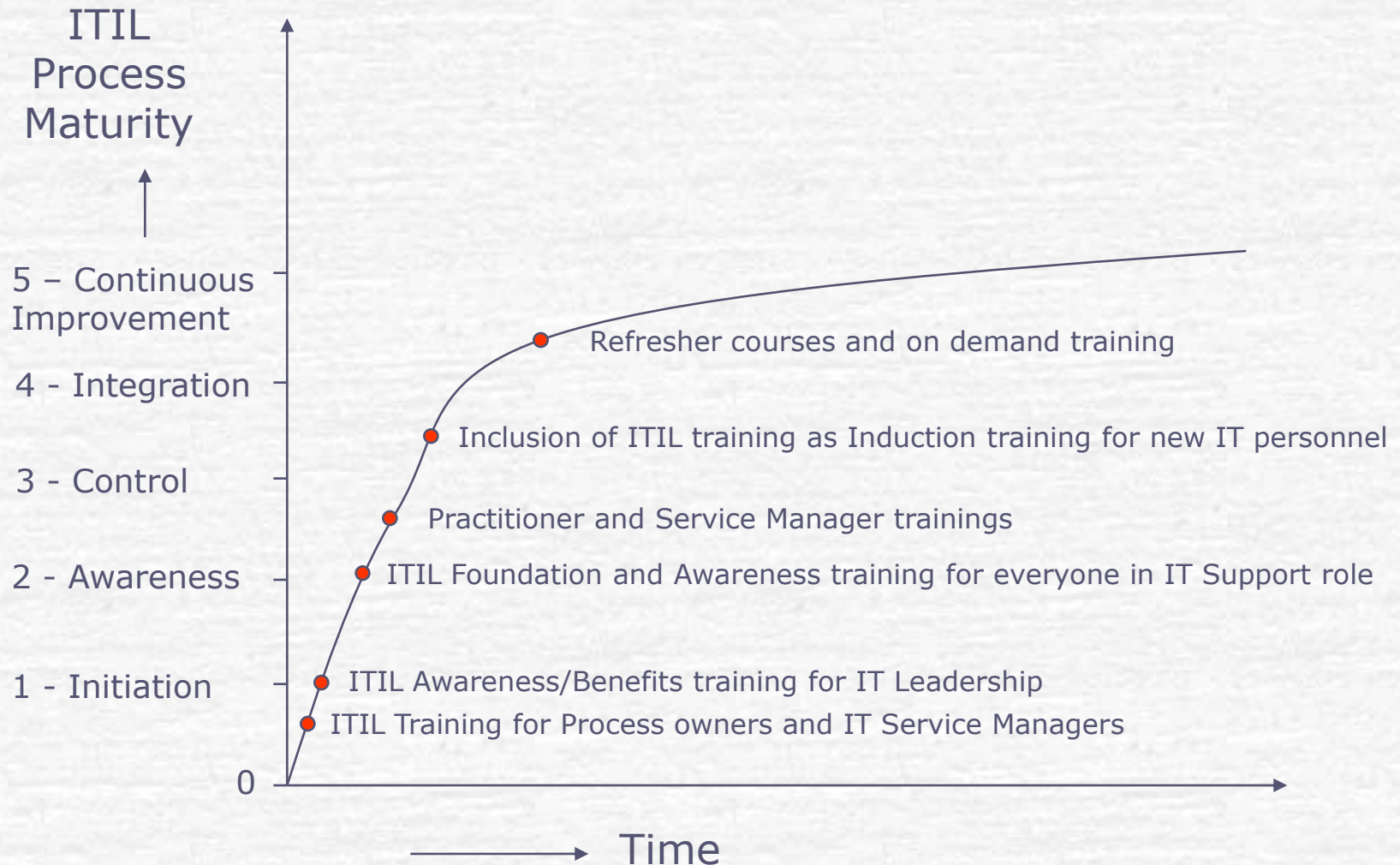


Training Approach

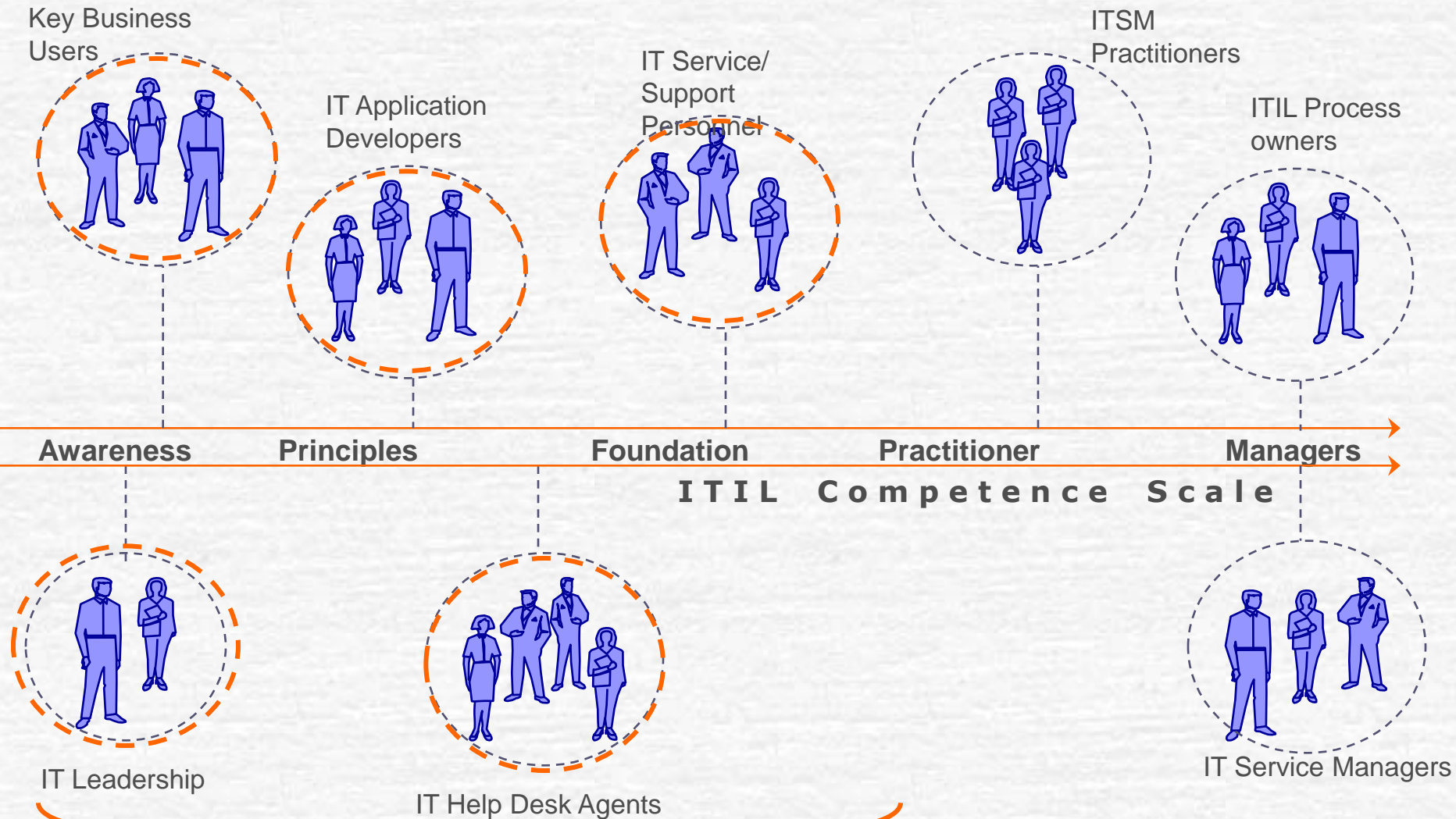
Our Training Approach

- ✓ Tailoring Training delivery channel to organization's stakeholders
 - Users, ITSM Team, IT Leadership, Service Desk, IT Staff
- ✓ Classroom Facilitation Approach – Foundation and Advanced Classrooms
- ✓ Course Material
 - Design Approach
 - Learning Aids
- ✓ Custom Workshops & Webinars
- ✓ Trainer qualification and certification

Evolution of Organization's ITIL Training Needs



Various target groups requiring different ITIL Competence



Training needs often not properly met due to high cost and inefficiency of purely classroom training strategy

Targeted Training Through Stakeholder Analysis



IT Help Desk Agents

IT Service/ Support Personnel

IT Service Managers

ITIL Process owners

ITSM Practitioners

IT Leadership

Application Developers

Key Business Users

	Classroom Training	Blended Learning	Pure E-learning	Certification (depth of certification)	Communities of Practice	Access to ITIL Reference Material	Refresher / Delta / Update Courses
IT Help Desk Agents							
IT Service/ Support Personnel							
IT Service Managers							
ITIL Process owners							
ITSM Practitioners							
IT Leadership							
Application Developers							
Key Business Users							

Level of suitability for target audience

Classroom Facilitation Approach

- ✓ Link discussions and concepts to overall IT Service Management program
- ✓ Use practical examples from other client experiences
- ✓ Case Studies to reinforce application and learning
- ✓ Interactive dialogue to ensure student engagement
- ✓ Focus on potential benefits and application in client environment

Course Design Guiding Principles

- Advanced learning techniques (e.g. gaming, wikipedia, podcasting) adopted to nurture the “new-style” learner market
- Trainers and respected SME groups participate in providing input and business direction to the product architecture lifecycle
- Products designed with customer experience as the key development driver
- Focus placed on incorporating learner experience / knowledge into course development
- The learning experience is tantamount – collaborative, experiential, continual learning promoted leveraging technology (portals, blogs, etc.).

Supplemental Learning Aids



Custom Workshops and Webinars

NAI is able to design and deliver specific non-certification workshops and Webinars to address key topics of interest such as:

- Technology Selection
- Metrics Development and Management
- ITIL Process & Capability Assessment
- ITSM Mobilization
- Service Catalog Development
- CMDB Design and Deployment
- Monitoring and Event Management

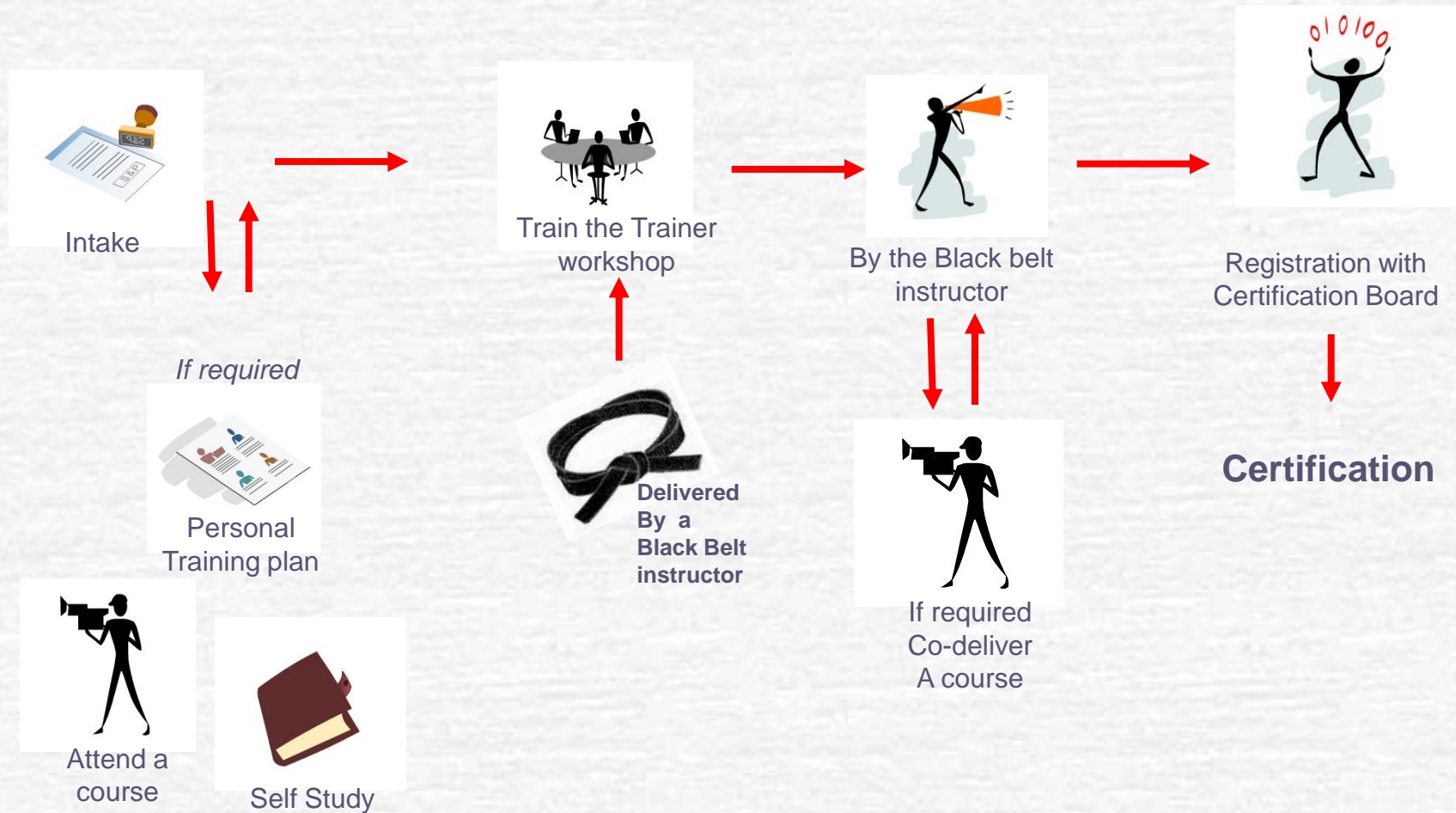
Trainer Certification Program

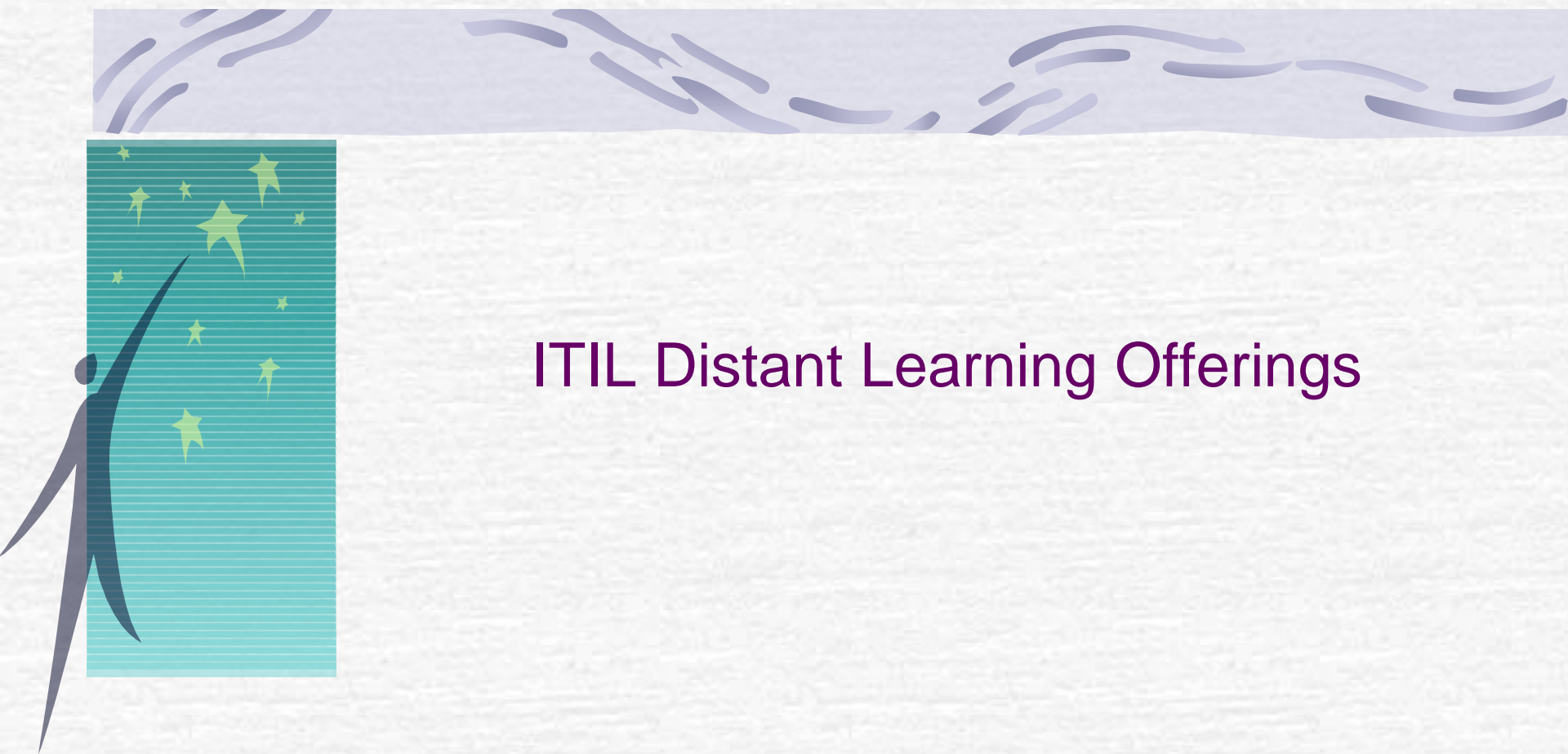
- The TCP program is the most comprehensive in the Best Practice Training industry
- Designed based on industry best practices
- Aligns with the current Certification Body trainer requirements set by ISACA and EXIN
- Upon successful completion, a Certified Instructor will be recognized as an industry leader in quality training delivery of the course material.

- General requirements for entering the program:
 - A candidate must provide a completed intake form
 - A candidate must send an up to date resume
 - A candidate must have signed off the appropriate commercial arrangements
 - Basic “course familiarization” program required for non-Certified Instructors

Trainer Certification Program - Overview

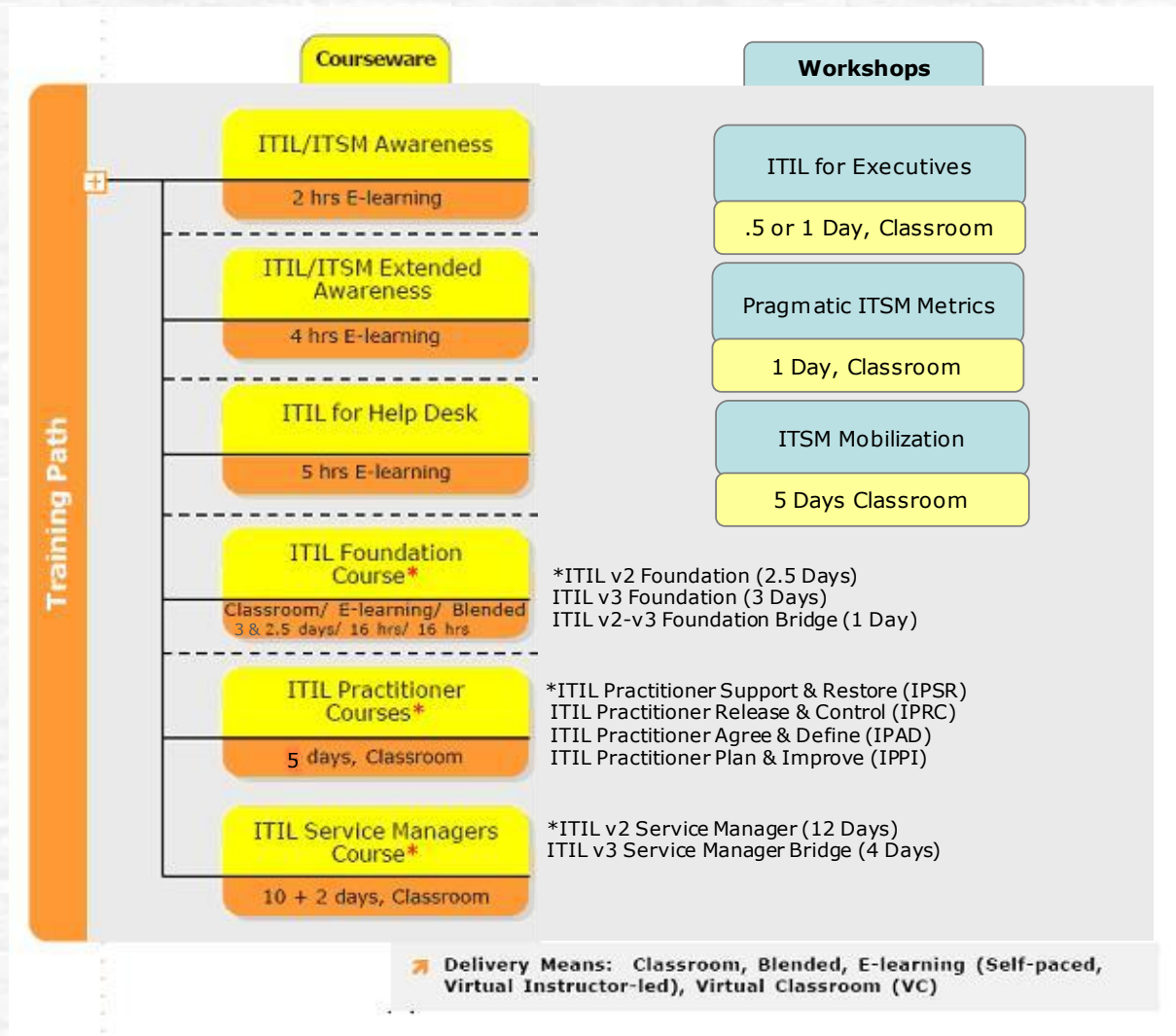
An overview of the ITIL ®Trainer Certification Program





ITIL Distant Learning Offerings

Current ITIL Training Offerings



ITIL v3 Online Courses

1. ITIL/ITSM Awareness – Course Duration 4 hrs

Besides introducing ITIL and ITSM, this course also gives a basic/short introduction to each of the ITIL processes. Designed for staff which might not take ITIL Foundation course but need an understanding of ITIL such as IT Support staff, IT developers, key business users, IT leadership etc.



2. ITIL for Help Desk Agents - Course Duration 5 hrs

This course is specially designed for help-desk agents and first-level support staff with focus on the Service Desk function, Incident Management, Change Management, Configuration Management and Problem Management functions



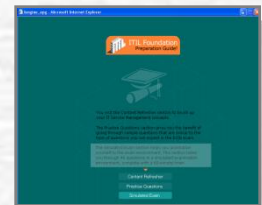
3. ITIL v2-v3 Foundation Bridge - Course Duration 6.5 hrs

The v3 Foundation Bridging Course trains previously certified Foundation learners on the new contents of the ITIL v3 Foundation syllabus. The course introduces learners to the concept of the service lifecycle approach to IT Service Management according to ITIL version 3.



4. ITIL Foundation - Course Duration 16.5 hrs

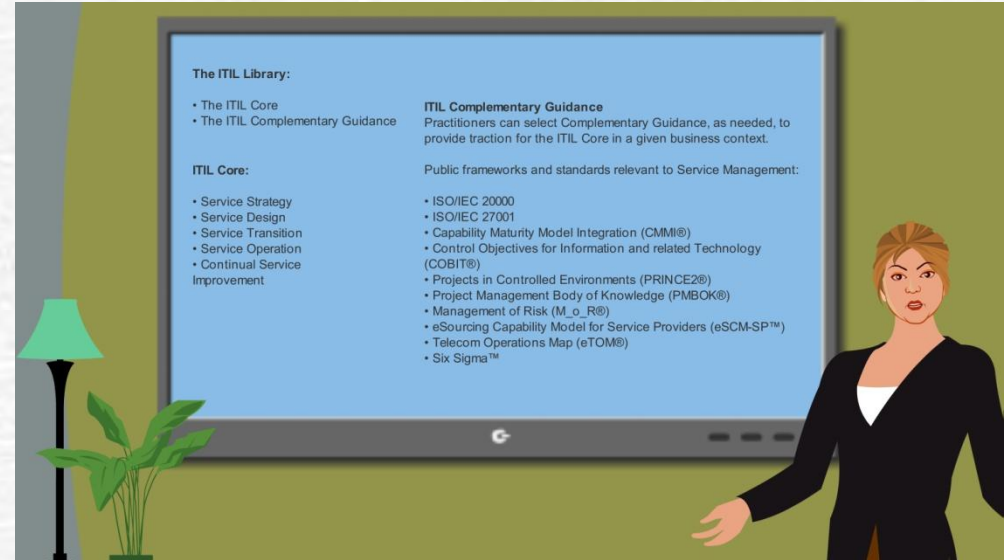
This EXIN and ISEB accredited e-learning course consists of an integrated case study and leads directly to ISEB and EXIN Certification. Pass rate for Exam is > than 98%



5. EXIN / ISEB Exam Preparation Guide – 2.5 hrs

This ultimate exam preparation tool helps the learner with a content refresher tool, a practice question section with diagnostic feedback and a one-hour simulated exam.

ITIL® v3 Foundation Premium E-learning



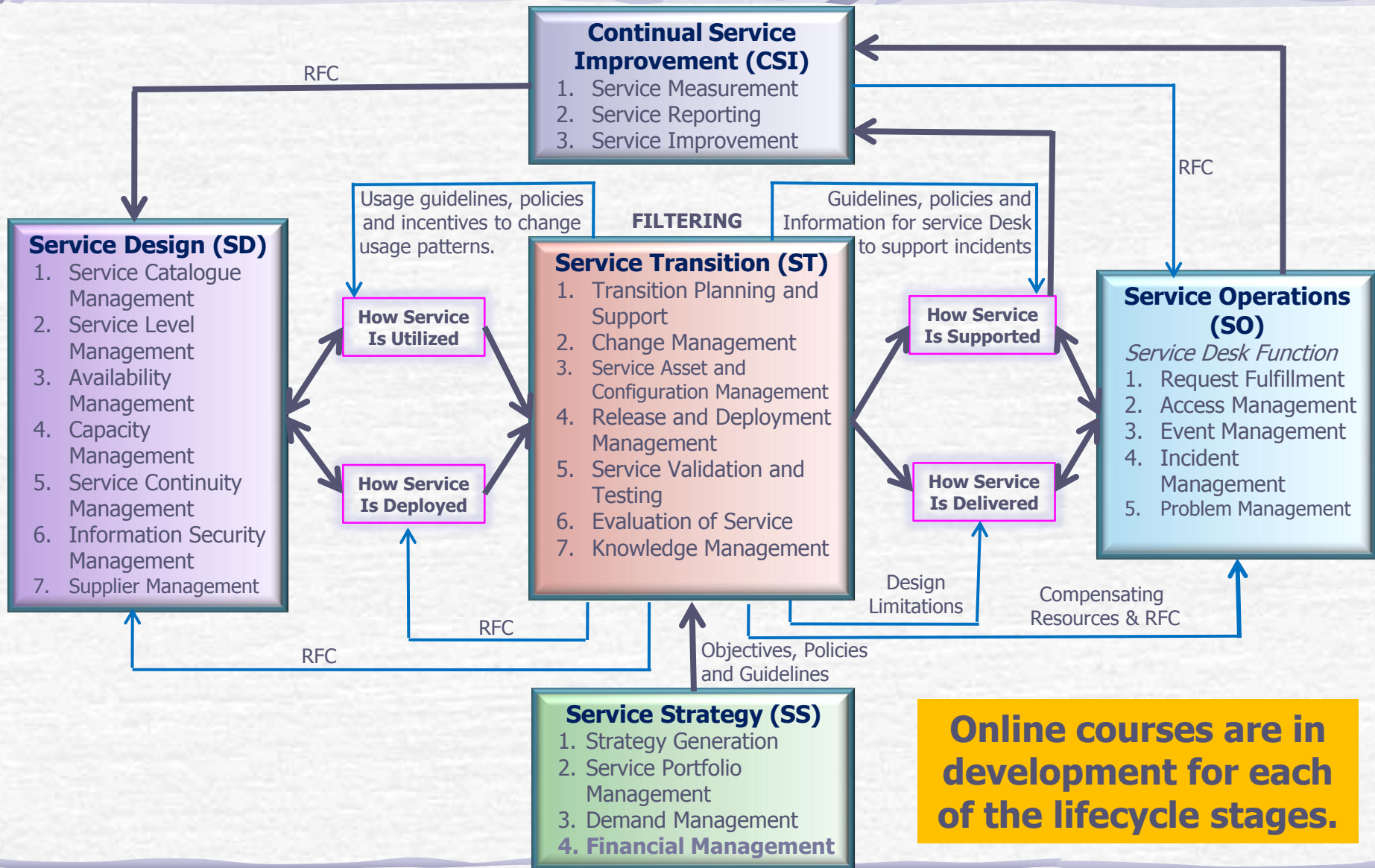
The pictures here represent events that could trigger the laundry process.
Which of these events does in fact, trigger the laundry process?

Click the events listed on your screen that do trigger the Laundry process.



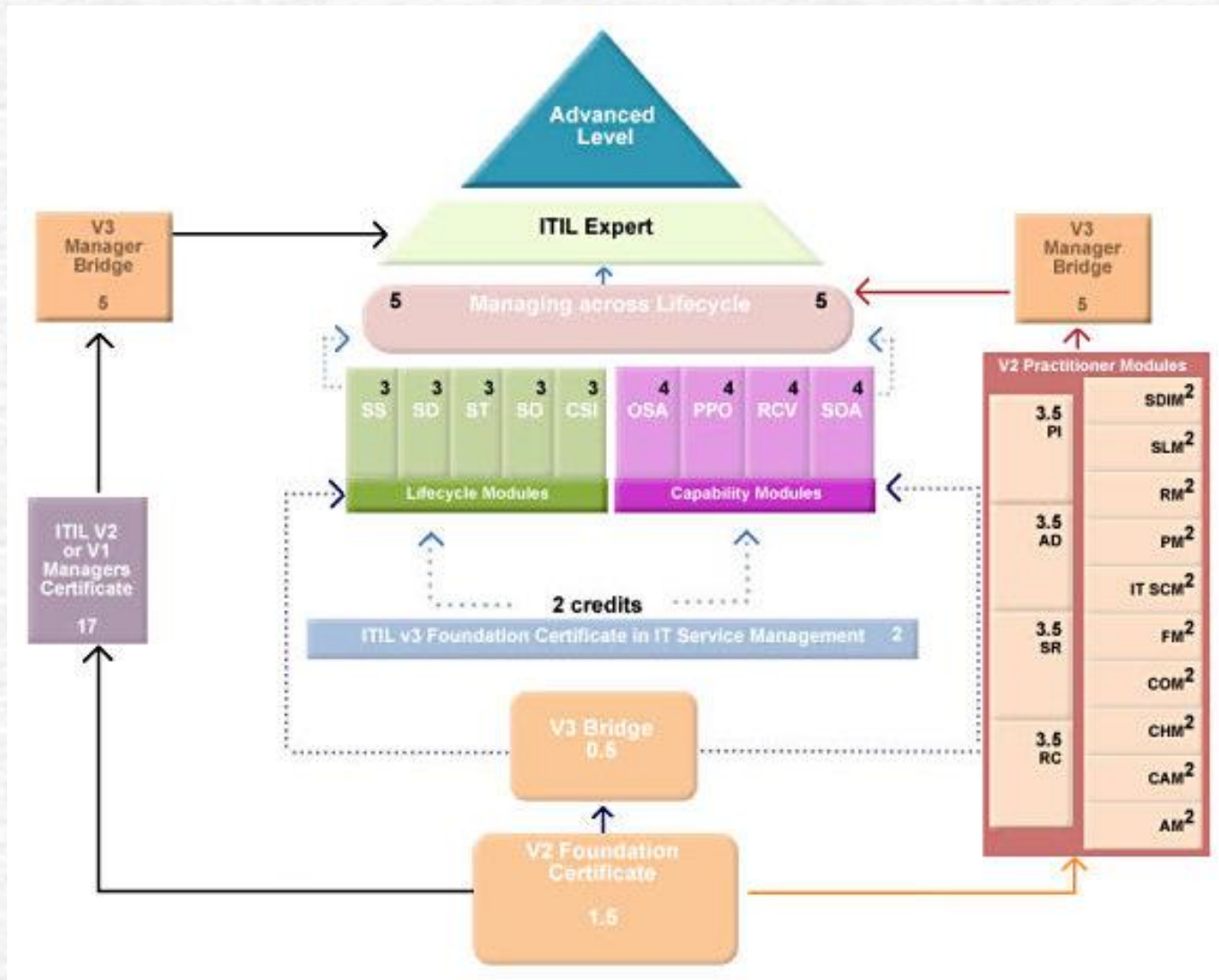
- **Interactive, engaging learning design with integrated case study & scenario-based exercises**
- **Learners are invited to a Virtual Training Conference at a lush resort hotel, where they attend different conferences hosted by experienced ITIL® v3 experts**
- **Throughout their “stay,” learners assist hotel management with a variety of projects that test their new ITIL® knowledge.**

ITIL v3 Framework



Online courses are in development for each of the lifecycle stages.

V3 Qualification Scheme



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ITIL v3 Intermediate and Advanced Course Offerings & Availability

V3 Lifecycle Courses

→ ITIL v3 Lifecycle Courses:

- Intermediate level courses
- 3 days with 90 minute exam (complex multiple choice, multi-part, scenario based questions, gradient marking)
- Covers 5 courses – 1 for each module in the v3 Lifecycle series – Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement
- Includes an introduction to the service lifecycle, the principles, processes, functions and activities within that stage of the ITIL Service Management Lifecycle, along with technology and implementation considerations.
- Service Operation and Service Transition Lifecycle courses are first planned releases
- Estimated release dates: SO + ST = Oct 01/08, SS + SD + CSI = Jan 01/09

V3 Capability Courses

→ ITIL v3 Capability Courses:

- Intermediate level courses
- 4 days with 90 minute exam (complex multiple choice, scenario based questions, gradient marking)
- Intended to offer learners a balanced knowledge of ITIL® practices which have direct interaction and dependencies in their daily use.
- Release, Control and Validation + Operational Support and Analysis + Service Offerings and Agreements courses are first planned releases
- Estimated release dates: RCV + OSA + SOA = Oct 01/08, PPO = Jan 01/09

Course Name	Course Focus Areas
Planning, Protection and Optimization	Availability Management, Capacity Management, IT Service Continuity Management, Demand Management, Risk Management, Information Security Management
Service Offerings and Agreements	Service Portfolio Management, Service Level Management, Service Catalogue Management, Demand Management, Supplier Management, Financial Management
Release, Control and Validation	Change Management, Service Release and Deployment Management, Service Validation and Testing, Service Asset and Configuration Management, Knowledge Management, Request Fulfillment, Service Evaluation
Operational Support and Analysis	Event Management, Incident Management, Request Fulfillment, Problem Management, Access Management, Service Desk, Technical Management, IT Operations Management, Application Management

V3 Managing Across the Lifecycle Course

→ ITIL v3 Managing Across the Lifecycle Course:

- Intermediate - Advanced level course
- This certification completes the Lifecycle and Capability streams by focusing on the additional knowledge required to implement and manage the necessary skills associated with the use of the Lifecycle practices and includes:
 - Introduction to IT Service Management Business & Managerial Issues
 - Managing the Planning and Implementation of IT Service Management
 - Management of Strategic Change
 - Risk Management
 - Managerial Functions
 - Understanding Organizational Challenges
 - Lifecycle Project Assessment
 - Understanding Complementary Industry Guidance
- Estimated 4 days with 90 minute exam (complex multiple choice, multi-part, scenario based questions, gradient marking)
- Estimated release date – Jan 01/09

V3 Roadmap

Course ID	Delivery Medium	Development type	Course Title	Anticipated launch
ITL9331	Classroom	New	Planning, Protection and Optimization Capability	Q1/2009
				Q1/2009
ITL9332	Classroom	New	Service Offerings and Agreements Capability	Q4/2008
				Q4/2008
ITL9333	Classroom	New	Operational Support and Analysis Capability	Q4/2008
				Q4/2008
ITL9334	Classroom	New	Release, Control and Validation Capability	Q4/2008
				Q4/2008
ITL9335	Classroom	New	Service Strategy Lifecycle Capability	Q1/2009
				Q1/2009
ITL9336	Classroom	New	Service Design Lifecycle	Q1/2009
				Q1/2009
ITL9337	Classroom	New	Service Transition Lifecycle	Q4/2008
				Q4/2008
ITL9338	Classroom	New	Service Operation Lifecycle	Q4/2008
				Q4/2008
ITL9339	Classroom	New	Continual Service Improvement Lifecycle	Q1/2009
				Q1/2009
ITL9340	Classroom	New	Managing Across the Lifecycle	Q1/2009
				Q1/2009

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