



'ITIL® IN A DAY': ITIL FOUNDATION TRAINING

The Incite Insight 'ITIL In A Day' course provides staff with an understanding of how their IT operation can be more efficient and more effective, the role they can play in this and how IT can therefore better meet the business's objectives.

The course covers the entire ITIL Foundation syllabus and introduces the core service management concepts, definitions and principles. At the end of the day, delegates take the ITIL Foundation exam.

By taking a lean approach to training and using only tutors with decades of real-life, hands-on experience, we are uniquely able to offer an accredited, one-day course that both introduces the principles of service management and allows delegates to sit the examination all in a single, tutor-led day at your own site, anywhere in the world.

The option also exists to marry the Foundation course with a service management simulation to provide delegates with both a theoretical and practical appreciation of service management.

Why should you do this?

Adopting ITIL helps organisations move from being primarily reactive to more proactive with consequent improvements in service value and integrity. It does this by showing how to put service management processes under control in order to deliver greater consistency, predictability and reliability in service delivery.

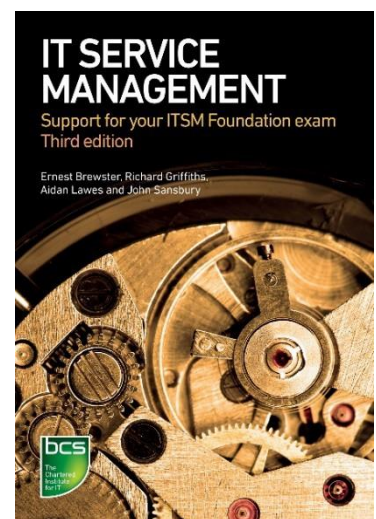
More than 80% of UK PLCs have adopted ITIL but many still struggle to put in place the building blocks that will help realise the benefits. This course empowers people with the necessary understanding of the framework and highlights how their role can contribute to continual service improvement.

How does it work?

Since its inception, the ITIL Foundation course has existed in a 3-day format. In 2011, Incite Insight challenged the need for three days and by introducing pre-reading, removing the need to revise information from previous days and extending the training day, we have been able to cover the topic to the same depth in a single day.

To ensure delegates get the maximum advantage of the day, we have three other unique aspects to the course:

- Delegates receive the course material in advance with pre-reading instructions. We are not aware of any other training organisation that shares the training material in this way.
- Each delegate receives a copy of the BCS Service Management Foundation Guide, co-authored by our own Principal Consultant and Trainer. This has value not only for the course, but provides a useful reference guide to help delegates apply the training after the course.



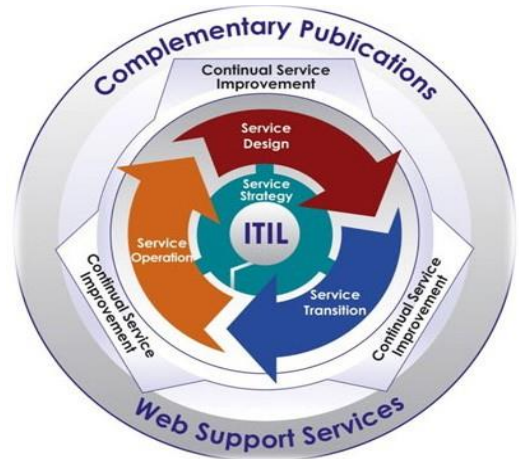
- We are the only training provider that only uses tutors who are currently engaged in working with organisations to deliver the benefits of service management, rather than dedicated trainers. This allows the trainer to relate the theory to the delegates' own situation.

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Benefits

The most obvious benefit of the one-day course is the 67% saving in staff productivity from having people away for only one day instead of three. However, there are many others:

- Our experienced trainers provide delegates with real-life experiences of helping organisations adopt the ITIL framework to make the theory come alive.
- Each delegate receives a personal copy of the BCS Service Management Foundation guide, worth more than £20.
- Preliminary results are usually available the same day.
- Significant savings on travel and accommodation.
- The overall cost saving works out at more than £800 per delegate in comparison with the 3-day course.



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When should you run an ITIL In A Day Foundation course?

Training is always beneficial, but our ITIL course is particularly effective as part of an ITIL adoption programme because it helps your people understand the purpose and approach to improvement.

We have many clients who put all their new joiners through the course to help them understand the ITIL terminology, concepts and principles.

The training is particularly effective when run together with one of our service management simulation events and/or in parallel with a Process Maturity Accelerator™ analysis.

Why Us?

- Bench, in partnership with Incite-Insight, are the only organisation in the world to offer a one-day, on-site, tutor-led ITIL Foundation course that includes the Foundation exam.
- We tailor the training to your objectives by having a pre-briefing and a post-course debrief to analyse pertinent factors that can contribute to operational improvement
- We are the only organisation that exclusively uses consultants to train; relating the theory to the delegates' own organisation. This makes the training more interesting, more relevant and provides the delegates with an enhanced understanding of the ITIL framework.
- We uniquely offer delegates who don't pass first time, the opportunity to re-sit the exam at just the price of the exam fee.
- We can provide ongoing support for your service management improvement programme through focussed consultancy, service management simulation training, organisational planning and development based on the SFIA framework, service and process owner mentoring, service catalogue development, talent management solutions, and much more.

