

# IT SERVICE MANAGEMENT

**ITIL® PROCESSES ASSIST TO ENSURE COMPLIANCE WITH ISO/IEC 20000 (the standard for IT Service Management).**

The Information Technology Infrastructure Library (ITIL) is a set of concepts and practices for managing Information Technology (IT) services and operations. ITIL® is documented best practice in IT Service, and is acknowledged as the most widely accepted approach to IT service management in the world.

ITIL® gives detailed descriptions of a number of important IT practices and provides comprehensive checklists, tasks and procedures that any IT organisation can tailor to its needs. ITIL® is published in a series of books, each of which covers an IT management topic.

There are a range of ITIL certifications and accreditation activities that are internationally recognised. The first level certification for operational service support staff is the ITIL® Foundation Certificate v3. This is usually delivered by commercial trainers as a three day course that includes the examination for accreditation. Staff trained in this program would have a good understanding of quality assurance principles, and matching IT service delivery with core Business requirements and needs to ensure continuous delivery of high standard IT support.

## **TRAINING IN ITIL FOUNDATION CERTIFICATION – SPECIAL OFFER**

Victoria University (VU) offers employers a **discounted price of \$500** for our three day ITIL® Foundation Certificate v3 course with exam. This offer is limited to 35 places and allows participants to gain ITIL® international industry certification as well as the national qualification, Certificate III in IT (Client Support)[ICA30105]. To take advantage of this offer employers will gain access to Victorian government funding via the Victorian Skills Pledge

## **VICTORIAN SKILLS PLEDGE, WHAT ARE THE BENEFITS TO YOUR BUSINESS?**

When you sign up for the Victorian Skills Pledge, your business will also be:

- publicly acknowledged on the Victorian Skills Pledge register by having your business logo displayed online
- given a Victorian Skills Pledge certificate signed by the Minister for Skills and Workforce Participation and the Chair of the Victorian Skills Commission that can be displayed in your place of work
- able to market your business as being recognised by Government as committed to up-skilling its staff
- able to apply for the prestigious Victorian Training Awards where you could be in the running to win the Employer or Small Business of the Year categories and be recognised as an outstanding business in Victoria for your commitment to skills and workforce development
- linked with your relevant Industry Training Advisory Body (EPIC) which can help your business understand and use the skills system.

To see if you qualify for this special offer visit our website to discover more [ITIL Foundation v3 certification](#). Some course times include weekend attendance so that your staff can attend to the needs of your business during work hours. Our next ITIL short course [begins March 2010](#).

If you would like to invest in the ongoing skill development of your IT staff and take advantage of this special price through VU, please email [it.tafe@vu.edu.au](mailto:it.tafe@vu.edu.au) or call us on 9919 6200.

