

## IT Governance

IT Governance bridges the gap between business and IT.

- >> Meet business objectives through IT services
- >> Provide oversight and control to facilitate service and project delivery
- >> Adopt standards, best practices, and frameworks (i.e., ITIL, ISO, Cobit, and CMMI) to ensure efficiency and effectiveness
- >> Demonstrate return on investment

## ITIL

ITIL provides best practices for managing IT service across the lifecycle:

- >> Transform services into strategic assets
- >> Structure services and processes
- >> Transition of services to operations
- >> Deliver customer value
- >> Maintain and increase customer value through continual improvement

## Enjoy the benefits of IT Service Management!

Strategic **alignment** of business and IT strategy

**Value** for customers and the organization

**Optimization** of resources and IT investments

Effective **project delivery**

**Risk management** to avoid business disruption

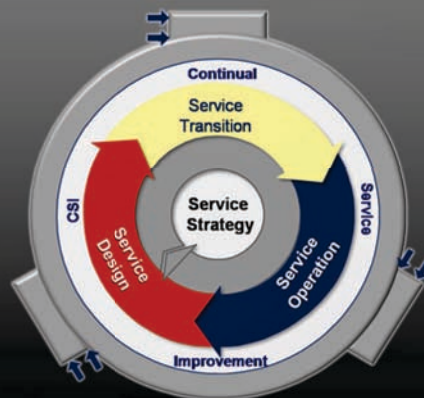
**Performance** monitoring and control

### ITIL® Certification

- 2.5 days of Expert Instruction
- Includes lectures, discussion, homework, study aids, and mock exams
- Concludes with the proctored ITIL® v3 Foundation Exam
- Course Materials
- Snacks and drinks
- Optional Exam pass guarantee

"Accredited ITIL® Training offered in partnership with ITSM Academy."

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### PMP® Boot Camp

The PMP certification provided by the Project Management Institute (PMI) is the most recognized credential for project management.

- 35 contact hours of instruction
- Includes lectures, group discussion, take home assignments, and mock exams
- PMP® Certification Exam Manual
- Snacks and drinks
- Optional Exam pass guarantee

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"We empower you to make strategic decisions that result in increased value for your customers."

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