



Capitalize on a Surging Demand for IT Management Training

As organizations acquire, merge, or expand, the need for strategic investment in Information Technology (IT) Management to meet the growing demands of business is becoming increasingly evident. Today, organizations are deploying IT solutions at a rapid pace to stay competitive and improve the overall customer experience. This is dramatically increasing the demand for IT Management training on a global scale. Sunteleo Training in Partnership with Element K will enable organizations to meet this expanding need.

Benefits of offering leading-edge ITIL® courseware and training solutions include:

- The highest quality IT Management content in the industry, written by practitioners working in the field
- A full suite of ITIL®, PRINCE2®, ISO/IEC 20000, ISO/IEC 27002, IT Governance, and Sourcing products, adding breadth and depth to your computer professional offering
- Courseware certified by the leading source for training organization accreditation, featuring APMG-International, ensuring the highest quality training materials available
- The ability to leverage a surging market demand for Information Technology Infrastructure Library (ITIL) and other related certifications, creating a tremendous business opportunity for your organization
- Localized course content, which is coming soon
- Courseware is approved by the Project Management Institute (PMI) as a professional development activity to earn Professional Development Units (PDUs) for maintaining PMI credentials

Although today's technologies provide robust capabilities and afford significant opportunity for communication and business enhancement, they are very demanding from an IT Management perspective. The global reach available via the Internet presents several challenges regarding the confidentiality, integrity, and availability of IT services and data. Consistent, repeatable processes are essential for an IT department's efficiency, effectiveness, and ability to improve services within an organization. These processes are outlined in the ITIL



SUNTELEO TRAINING

IT Management Courses

- ITIL
- PRINCE2
- ISO/IEC 20000
- ISO/IEC 27002
- COBIT
- Governance
- Sourcing

Target Audience

- CIOs
- CTOs
- Managers
- Supervisory staff
- Team leaders
- Designers
- Architects
- Planners
- IT consultants
- IT audio managers
- IT security managers

Our Competitive Value

For nearly 30 years, Element K has provided clients with learning solutions to develop their employees, enable their partners, and educate their customers. Element K offers content collections that include e-Learning, e-Reference, instructor-led, and blended materials to provide learning and performance support in topic areas ranging from management skills, to information technology skills, to workplace compliance. We also provide custom learning program design, course development, and deployment.

To learn more about Element K, please visit www.elementkcourseware.com.

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framework.

ITIL Courseware and Training Content

ITIL is the most widely adopted approach for IT Service Management in the world. These guidelines provide a practical, no-nonsense framework for identifying, planning, delivering, and supporting IT services for a business. ITIL version 3 (v3) has undergone a major refresh compared with its predecessor, version 2 (v2). It allows users to take IT Management even further through a new "Service Lifecycle" approach and by learning more comprehensive best practices. These practices enable organizations to deliver appropriate IT services and continually ensure business goals are being met.

The new ITIL "Service Lifecycle" approach includes the following phases:

- **Service Strategy:** Understanding who IT customers are, the service offerings that are required to meet the customers' needs, the IT capabilities and resources that are required to develop these offerings, and the requirements for successful service execution
- **Service Design:** Assures that IT services are designed effectively to meet customer expectations and reviews the processes required to manage IT services
- **Service Transition:** Addresses managing changes, controlling assets and configuration items (underlying components like hardware, software, and others) associated with new and updated IT systems, IT service validation, and testing and transition planning to assure that users, support personnel, and the production environment are prepared for an IT release
- **Service Operation:** Includes managing disruptions to IT services through rapid restoration of incidents, determining the root cause of problems, detecting trends associated with recurring issues, handling daily routine end-user requests, and managing service access
- **Continual Service Improvement (CSI):** Offers a mechanism for IT to measure and improve service levels, technology, and the efficiency and effectiveness of processes used in the overall management of IT services

Additional Information

For information on pricing, available courseware, and certifications and exams that ITIL courseware is designed to meet, please contact your Account Manager at 1-210-807-4291. Training services provided by Sunteleo Training in Partnership with Element K.

Sunteleo Training, established in 2003, has continually provided quality information systems and management training to San Antonio's business community. Please visit www.sunteleo.com for more information regarding our training programs. References available.

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