The Future is Built on ITIL®

ITSM & Digital Transformation with ITIL Training & Certification

ITIL 4 and v3
Certification Paths

Learn More

ITIL 4 Foundation
Virtual Adaptive Academy

Learn More

ITIL®

ACCREDITED
TRAINING ORGANISATION

by PeopleCert

LEARNING TREE™
INTERNATIONAL

The World's Most Trusted ITSM Framework for 30 Years

In a recent AXELOS survey of IT professionals:

79%
say ITIL helps organisations bridge silos.

77%
say ITSM is integral to digital transformation.

88%
say ITIL is the best ITSM framework.

Source: The ITSM Benchmarking Report 2019 survey of IT professionals. An AXELOS Publication.

ITSM & Digital Transformation: The Future is Built on ITIL 4

ITIL is the world's most globally recognised leader in IT Service Management (ITSM) certification and is used by millions of IT professionals around the world. For 30 years it's been instrumental in transforming the way IT professionals and organisations deliver empowering, impactful tech-led services.

Now with the release of ITIL 4, ITIL has been brought up to date for the digital revolution, emerging technologies and interfaces with other leading frameworks making it easy for organisations to adopt and adapt to fit with their specific organisational need.

Top 3 Business Benefits of ITIL:

1
A flexible foundation for managing IT risk and optimising customer experiences

2
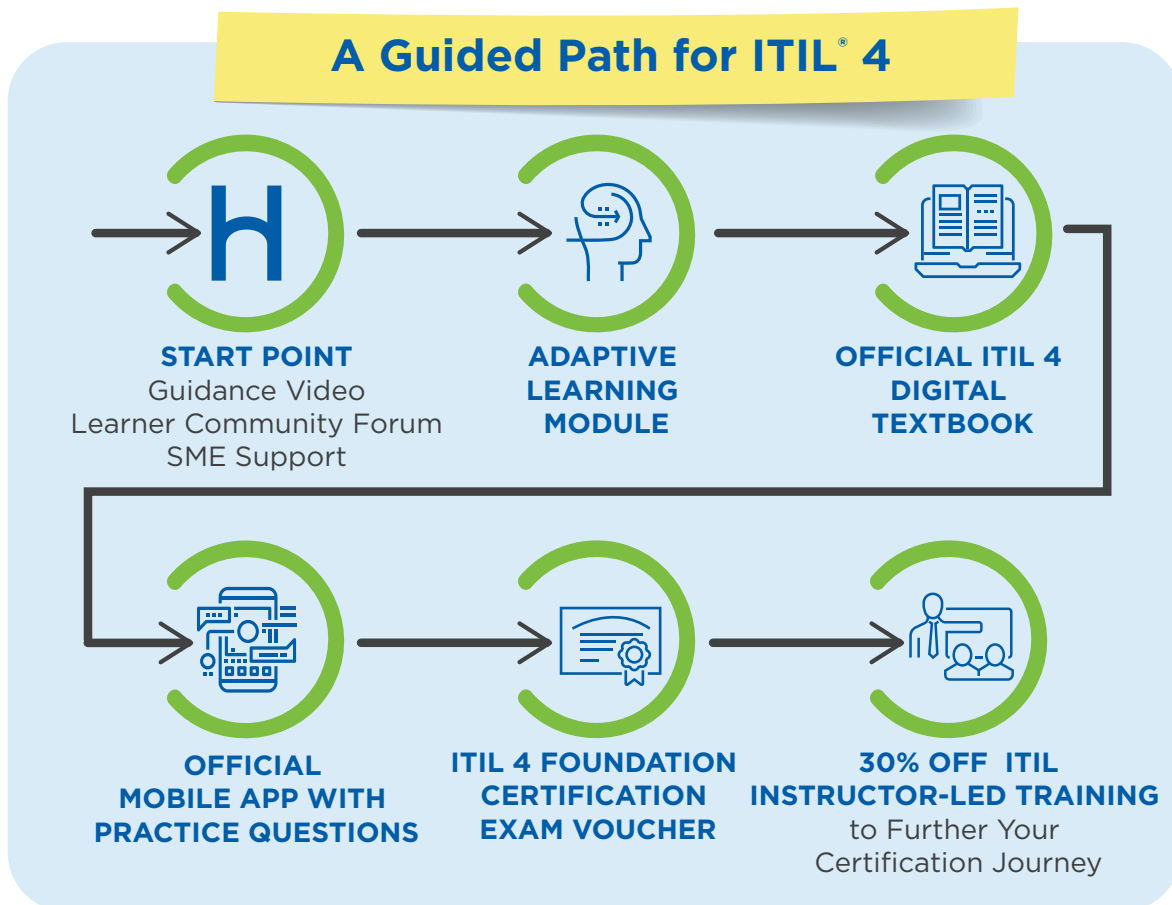Easy integration with established methodologies (Lean, Agile, DevOps, etc)

3
Long-standing and industry-trusted methodology for powering ITSM and digital transformation efforts.

The ITIL 4 Foundation Adaptive Virtual Academy

Introducing the ITIL 4 Foundation Virtual Academy, the first and only accredited training program of its kind in the world! Integrating AI-based adaptive learning, mobile-friendly content, and social learning, the Virtual Academy features all the resources needed to start your ITIL journey on the right path.
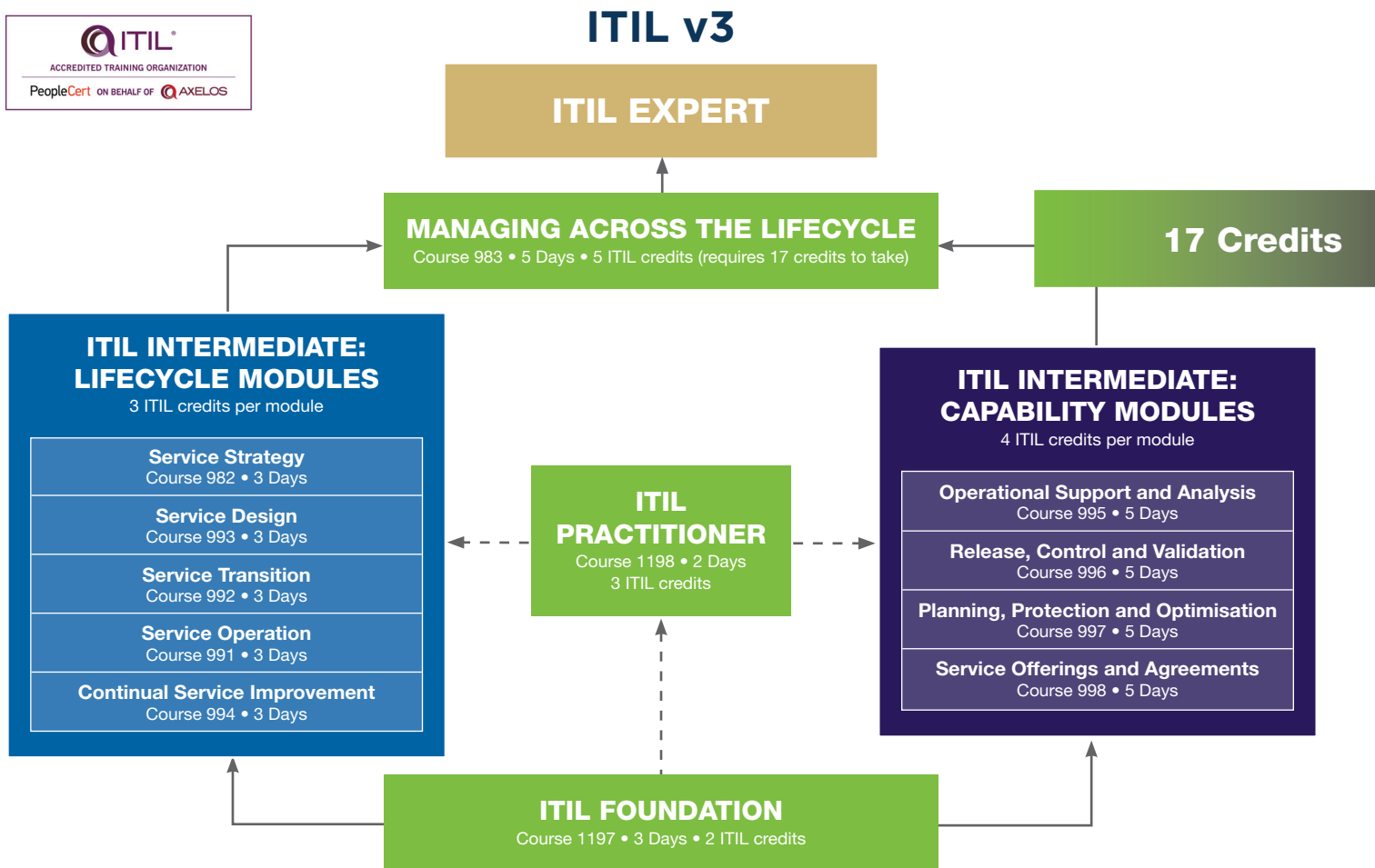
LEARN
50% FASTER

100% GUARANTEE
ON PASSING THE EXAM

A Guided Path for ITIL® 4

START POINT
Guidance Video
Learner Community Forum
SME Support

ADAPTIVE LEARNING MODULE

OFFICIAL ITIL 4 DIGITAL TEXTBOOK

OFFICIAL MOBILE APP WITH PRACTICE QUESTIONS

ITIL 4 FOUNDATION CERTIFICATION EXAM VOUCHER

30% OFF ITIL INSTRUCTOR-LED TRAINING
to Further Your Certification Journey

Learn More about the ITIL 4 Foundation Virtual Academy:
LearningTree.co.uk/1199

Want to take adaptive learning for a test drive? Try a free ITIL adaptive module at:
LearningTree.co.uk/ITILOffer

LEARNING TREE™
INTERNATIONAL

Learning Tree's Comprehensive
ITIL Curriculum

ITIL
ACCREDITED TRAINING ORGANIZATION
PeopleCert ON BEHALF OF AXELOS

ITIL v3

ITIL EXPERT

17 Credits

MANAGING ACROSS THE LIFECYCLE
Course 983 • 5 Days • 5 ITIL credits (requires 17 credits to take)

ITIL INTERMEDIATE: LIFECYCLE MODULES
3 ITIL credits per module

| Service Strategy |
| Course 982 • 3 Days |
| Service Design |
| Course 993 • 3 Days |
| Service Transition |
| Course 992 • 3 Days |
| Service Operation |
| Course 991 • 3 Days |
| Continual Service Improvement |
| Course 994 • 3 Days |

ITIL PRACTITIONER
Course 1198 • 2 Days
3 ITIL credits

ITIL INTERMEDIATE: CAPABILITY MODULES
4 ITIL credits per module

| Operational Support and Analysis |
| Course 995 • 5 Days |
| Release, Control and Validation |
| Course 996 • 5 Days |
| Planning, Protection and Optimisation |
| Course 997 • 5 Days |
| Service Offerings and Agreements |
| Course 998 • 5 Days |

ITIL FOUNDATION
Course 1197 • 3 Days • 2 ITIL credits

Meet Sandra Kelly
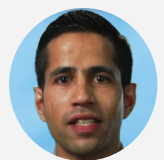**Learning Tree ITIL Author, Instructor & ITSM Consultant**

Sandra Kelly has over 30 years of IT operational experience. She is an IT Service Management consultant with focus on delivering processes based on customers' individual direction, strategy, and needs.

> "Sandy is adept at developing effective processes, procedures, and controls for risk-based environments and has strong organisational and communication skills at all levels of the organisation."
>
> — *Washington-Metropolitan Area Consulting Firm*

Meet Hitesh Patel
Award-Winning ITIL Author, Instructor & Transformation Consultant

Hitesh Patel is a world-renowned ITIL trainer and consultant who has helped a large number of international clients successfully adopt ITIL within their organisation.

> "Hitesh is a dynamic individual with a very positive 'can-do' attitude. With his help, the people and processes in our department were greatly improved, and we are now operating at a world-class standard."
>
> — *A. Padden, Technical Service*

Making the ITIL v3 to ITIL 4 Transition

ITIL 4 has been developed to be compatible with the existing ITIL v3 certification scheme. All current ITIL certifications will remain valid following the update, and all credits gained can help you continue your ITIL journey in the new certification scheme.

ITIL 4 Scheme

ITIL® MASTER						

Managing Professional (MP) Transition	ITIL® Managing Professional (IMP)				ITIL® Strategic Leader (SL)	
ITIL Expert or 17 ITIL v3 credits required to take the MP exam	ITIL® Specialist Create, Deliver, & Support	ITIL® Specialist Drive Stakeholder Value	ITIL® Specialist High Velocity IT	ITIL® Strategist Direct, Plan & Improve	ITIL® Strategist Direct, Plan & Improve	ITIL® Leader Digital & IT Strategy

ITIL 4 FOUNDATION
3 Ways to Prepare

①

3-Day Instructor-Led Course

For those new to ITIL certification

Course 1199

②

1-Day Instructor-Led Bridge Course

For those familiar with ITIL v3 & looking to bridge their knowledge

Course 1195

③

The ITIL 4 Foundation Virtual Academy

Suitable for all, the adaptive course tailors the learning experience to your knowledge level!

Learn More about the ITIL 4 Foundation Virtual Academy ▶

LEARNING TREE™
INTERNATIONAL

High-Performance Training & Implementation Solutions From Learning Tree

Technology Brands

Adobe

AWS

Cisco

IBM

Lean Six Sigma

Microsoft

Oracle

Red Hat

Salesforce

SAP

VMware

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Agile & Scrum

Apple Programming

Azure

Business Analysis

Business Intelligence

Cloud Computing

Communication Skills

Cyber Security

Data Science & Big Data

DevOps

FAC-P/PM

ITIL®

ITSM

Java

Leadership & Professional Development

Linux & UNIX

Microsoft Cloud Workshops

Microsoft Dynamics 365

Microsoft Office

Microsoft Windows Server and Windows 10

Mobile App Development

.NET / Visual Studio

Networking

Power BI

Project Management

Python

SharePoint

Software Development

SQL Server

Web Development & Design

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For 45 years, Learning Tree has been a trusted partner for the world's largest corporations in Financial Services, Healthcare, all levels of Government, Professional Services, Manufacturing, Education and Non-Profits.

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