

# 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](#)



# The World's Most Trusted ITSM Framework for 30 Years

In a recent AXELOS survey of IT professionals:

**79%**

say ITIL helps organizations 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 recognized 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 organizations 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 organizations to adopt and adapt to fit with their specific organizational need.

### Top 3 Business Benefits of ITIL:

1

A flexible foundation for managing IT risk and optimizing customer experiences

2

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

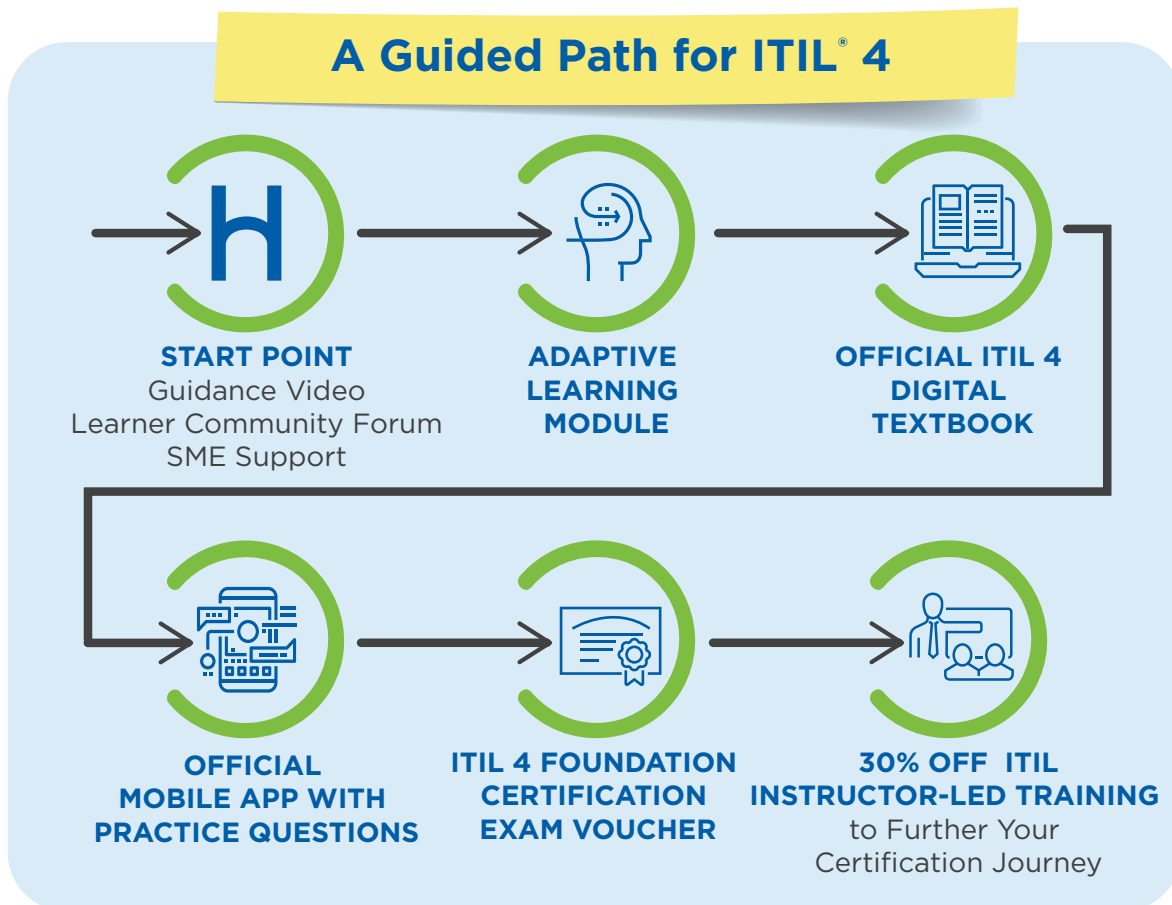
3

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.

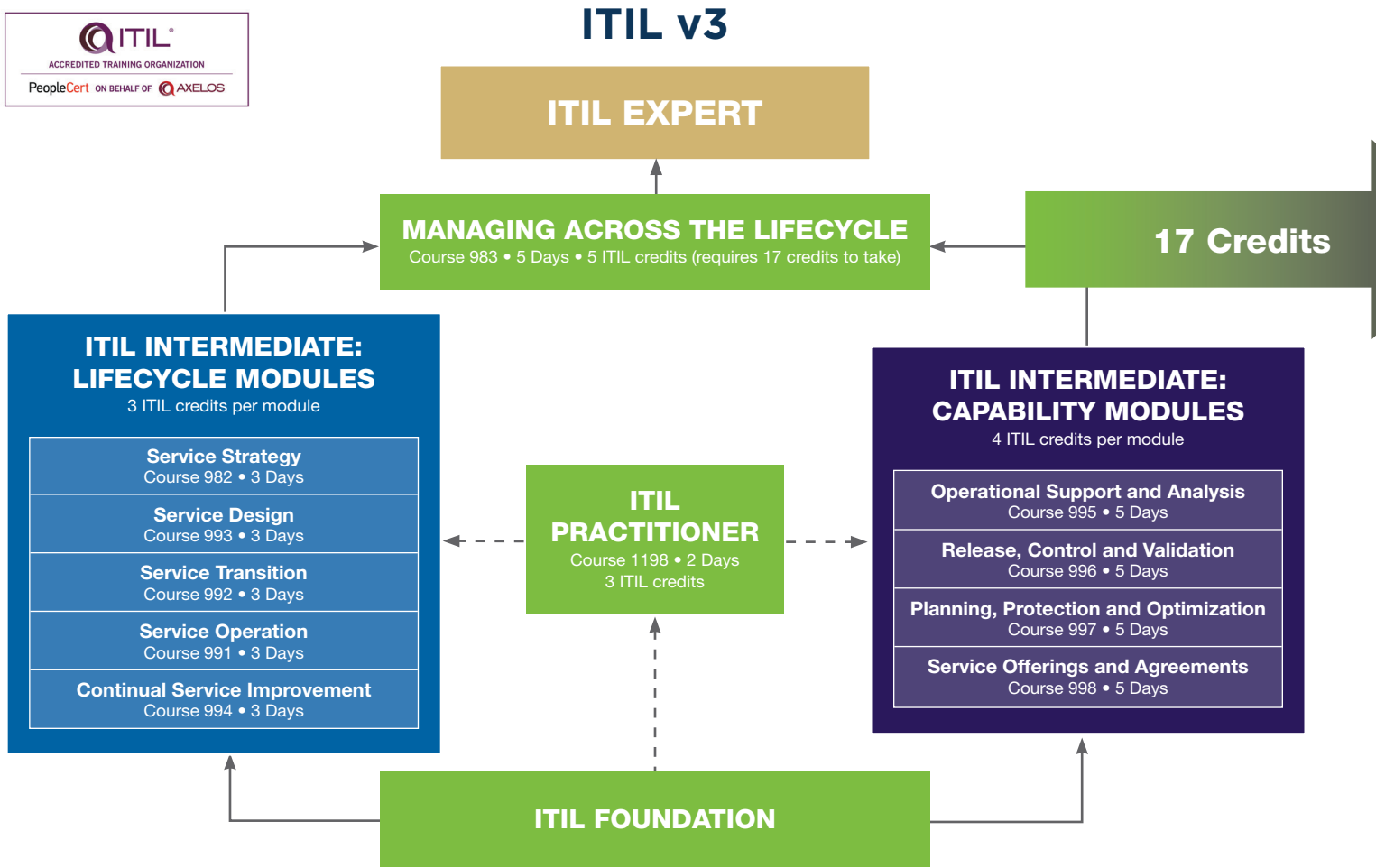
LEARN  
**50% FASTER**  
.....  
**100% GUARANTEE**  
ON PASSING THE EXAM



Learn More about the ITIL 4 Foundation Virtual Academy:  
[LearningTree.com/1199](https://LearningTree.com/1199)

Want to take adaptive learning for a test drive? Try a free ITIL adaptive module at:  
[LearningTree.com/ITILOffer](https://LearningTree.com/ITILOffer)

# Learning Tree's Comprehensive ITIL Curriculum



## Meet Sandra Kelly

Learning Tree ITIL Author,  
Instructor & ITSM Consultant



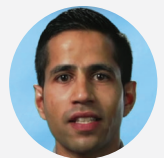
Sandra Kelly has over 30 years of IT operational experience. She is an IT Service Management consultant with focus on delivering processes based on customers' individual direction, strategy, and needs.

“Sandy is adept at developing effective processes, procedures, and controls for risk-based environments and has strong organizational and communication skills at all levels of the organization.”

— 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 organization.

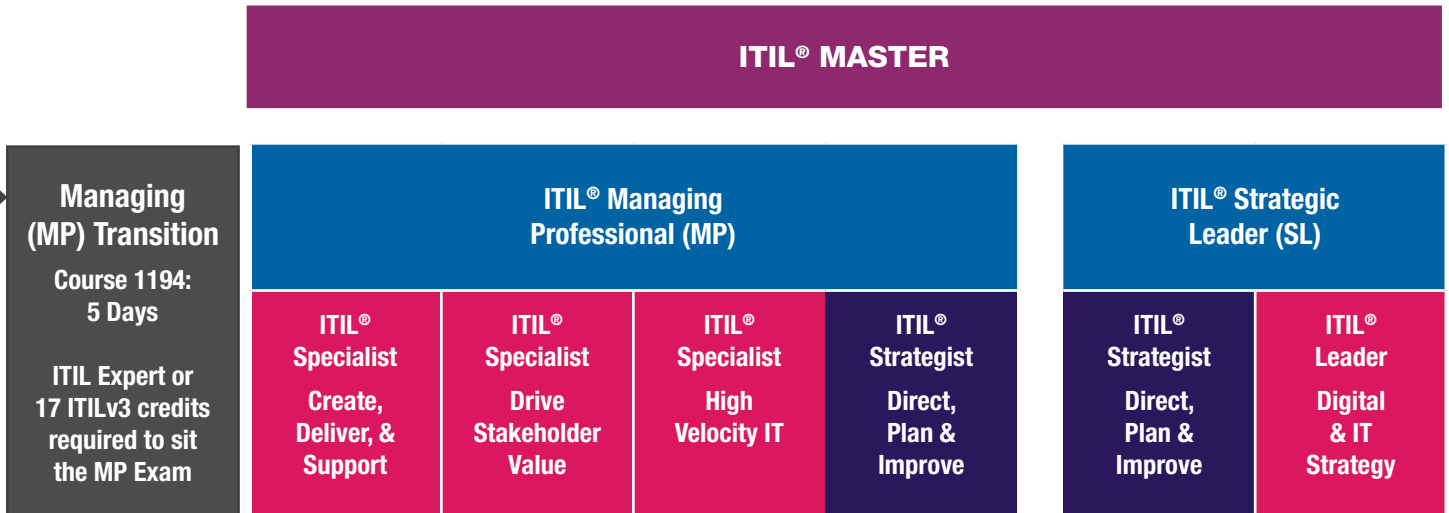
“Hitesh is a dynamic individual with a very positive 'can-do' attitude. With his help, the people and processes in our department were greatly improved, and we are now operating at a world-class standard.”

— 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 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 ▶](#)

# High-Performance Training & Implementation Solutions From Learning Tree

## Technology Brands

Adobe	IBM	Oracle	SAP
AWS	Lean Six Sigma	Red Hat	VMware
Cisco	Microsoft	Salesforce	

## IT & Management Training Topics

Agile & Scrum	Data Science & Big Data	Linux & UNIX	Networking
Apple Programming	DevOps	Microsoft Cloud Workshops	Power BI
Azure	FAC-P/PM	Microsoft Dynamics 365	Project Management
Business Analysis	ITIL®	Microsoft Office	Python
Business Intelligence	ITSM	Microsoft Windows Server and Windows 10	SharePoint
Cloud Computing	Java	Mobile App Development	Software Development
Communication Skills	Leadership & Professional Development	.NET / Visual Studio	SQL Server
Cyber Security			Web Development & Design

### Honored In Serving 60,000+ Organizations

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.

### 500+ Expert Instructors – Real-World Practitioners

Serving our global footprint and averaging 15+ years of real-world consulting experience to deliver real-world results

### Demonstrated Past Performance

Offering end-to-end capabilities resulting in improved organizational performance – Workforce Development



[LearningTree.ca/ITIL](http://LearningTree.ca/ITIL) | 1-800-THE-TREE (843-8733)