

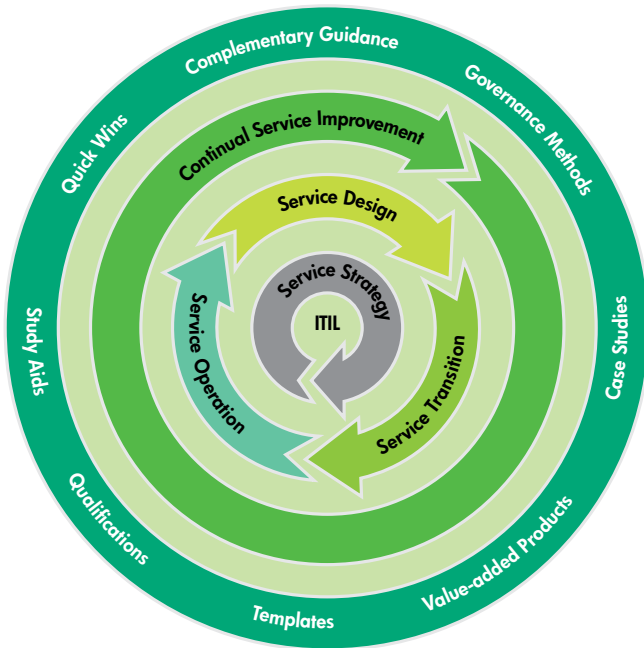


ACHIEVE

**ITSM excellence with proven
training from the industry leader**

Service brief





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Empower your IT Team with ITIL/ITSM Training

Managing complex technology environments and coping with compliance and regulatory frameworks are challenges. IT Service Management (ITSM) is evolving as a crucial component in addressing these challenges by integrating business and technology.

Delivering the utmost business value—accelerated growth, reduced costs, and mitigated risk—requires a highly skilled team. With the right training partner, you can redefine processes, identify potential resistance to change, enlist leaders who can evangelize the program, and win overall staff support.

HP offers ITSM courses and custom training solutions that equip IT professionals and management to enhance ITSM processes and create value for the business.

Achieve IT Success with HP as your training provider

HP Education Services is a global leader with a comprehensive range of courses that provides real-world ITSM training to cost-effectively equip your IT organization with the skills and expertise to enhance efficiency, increase ROI, and lay the foundation for an agile, evolving, and service-oriented world-class IT infrastructure.

ITSM education from HP can help:

- Determine key capabilities for staff and recommend training plans
- Support awareness and accelerate management “buy-in”
- Create a common language and understanding
- Train staff and manage ITIL certifications
- Provide real world experience on actual products
- Accommodate organizational changes

HP’s Race to Results Service Management simulation

HP’s unique Race to Results Service Management simulation helps participants experience the benefits of ITIL service management. Based on the high-octane world of motor racing, the exciting and highly interactive ITSM simulation is especially useful for introducing basic ITIL concepts and gaining support from all levels of management for ITSM projects.

Race to Results Simulation: eBoard during the race

Position	Driver	Team	Lag/D	Speed	Catch
1	Betski	Katana	0	235	—
2	Franco	Ecosse	27	233	—
3	Bramble	GStar	13	232	—
4	Holly	Katana	13	231	—
5	Zelig	Ecosse	40	228	—
6	McNab	RDR	13	227	—
7	Jim	HP	10	222	—
8	Spangle	GStar	2	226	00:02
9	Sven	HP	0	218	—
10	Pramond	HP	10	221	—
11	Hutch	Ecosse	1	225	00:01
12	de Trout	RDR	13	224	—
13	Finnster	Katana	27	222	—
14	Lucy	HP	9	216	—
15	Giordano	GStar	4	221	—
16	Voluvent	RDR	40	218	00:02
17	Watt	Katana	13	217	—
18	Tanaka	Ecosse	13	216	—
19	McRay	RDR	13	215	—
20	Anderson	GStar	13	214	—

Revenue: \$14.4M
Availability: 84.39%

Power: 36%, 37%, 79%, 64%, 33%, 59%

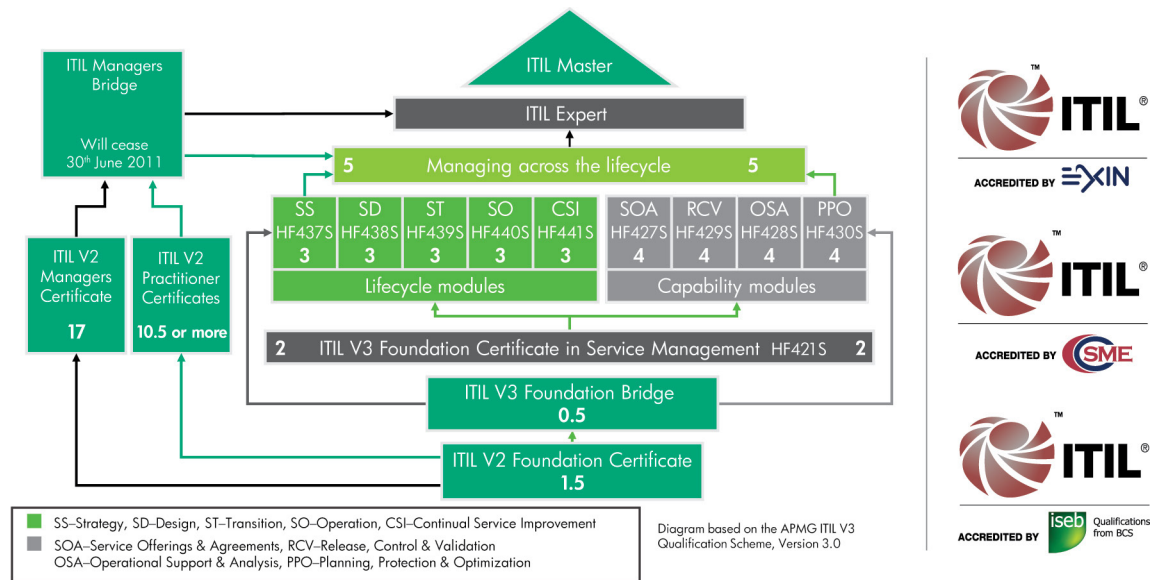


Table 1. ITSM Training Portfolio

Course	Who should attend?	Course Details
ITSM Awareness Training ITIL V3 for Executives: HF411S ITIL V3 Service Management Awareness: HF412S	Executives, senior managers, project teams, and IT operations staff	Half-day executive and 1-day ITIL V3 awareness course (may include Race to Results Service Management simulation).
HP Race to Results Service Management Simulation (for ITIL V3) 1/2 day: HF414S 1 day: HF415S	IT executives, project managers, and staff involved in the implementation of ITSM	HP's Race to Results Service Management simulation teaches the basics of IT Service management based on the ITIL processes. It's fast-moving, competitive, and fun.
ITIL V3 Foundation Training Foundation with HP Race to Results Service Management simulation: HF421S Foundation (case study based): HF422S Foundation Online: HF425AAE HF422AAE	IT managers, project managers, IT operations team, and all those involved in ITSM implementation.	A 3-day ITIL V3 Foundation (may include the Race to Results SM simulation or case studies) and certification examination.
ITIL V2 to ITIL V3 ITIL Managers Bridge: HF436S	Experienced professionals that hold the ITIL V2 Service Managers certificate or hold enough ITIL V3 credits and wish to achieve ITIL V3 Expert certification	This 4-day course provides a management-level update on ITIL V3 and differences to ITIL V2. Exam available until 30 June 2011.
ITIL V3 Service Lifecycle stream Service Strategy: HF437S Service Design: HF438S Service Transition: HF439S Service Operation: HF440S Continual Service Improvement: HF441S	Experienced IT professionals with managerial or supervisory responsibility for areas within one or more stages of the ITIL service lifecycle.	Each 3-day certification course focuses on one of the stages of the ITIL service lifecycle (Strategy, Design, Transition, Operations, or Continual Service Improvement) and presents the processes, concepts, and roles within that stage. Although the material is similar to that of the Service Capability modules, it is covered from a managerial perspective and concentrates on the issues of planning and then managing ITSM processes.
ITIL V3 Service Capability stream Service Offerings and Agreements: HF427S Operational Support and Analysis: HF428S Release, Control, and Validation: HF429S Planning, Protection, and Optimization: HF430S	Experienced IT professionals and practitioners who will be performing ITIL process activities.	The Service Capability modules are 5-days and focus on concepts relevant to management, control, and execution at an operational level.
ITIL Expert Capstone Managing Across the Lifecycle: HF442S	Experienced IT professionals aiming to complete their ITIL training. Participants will have undertaken Service Lifecycle and/or Service Capability training and have gained at least 17 credits within the ITIL qualification scheme.	This 5-day course is the culmination of ITIL training and provides the necessary knowledge to plan, implement and manage ITIL processes and concepts throughout the service lifecycle. Participants who pass the exam are automatically awarded the ITIL Expert certificate.

For curriculum of instructor-led courses (both classroom based and virtual online) and online self paced courses, visit: www.hp.com/learn/itsm

Part of HP's comprehensive ITSM solution

HP ITSM education solutions are part of a complete suite of ITSM services that integrate consulting, outsourcing, support, software solutions, and training. Together, these service and solution offerings supply some of the world's leading enterprises with a comprehensive, proven platform for success. Our comprehensive ITSM capabilities also include:

- Software tools for ITSM automation
- ITSM assessments and certification
- Mission-critical and proactive support
- ITSM business continuity and availability services
- ITSM consulting services

Flexible purchase options

Courses can be purchased individually or by using HP Care Pack Services for Education. These prepaid packaged services are available either directly from HP or from your reseller. If you know that you need to put a budget aside for ITIL training, but have not yet decided on the specifics of who to train and what courses, HP Care Pack Services for Education would be your effective choice. They are simple to purchase, simple to use, and provide the ultimate in flexibility and savings.

Going beyond the expected

ITSM's greatest value is its ability to transform IT organizations into adaptive, service-oriented entities that effectively capitalize on evolving market opportunities. Recognizing these needs, HP offers an extended curriculum that adds significant value to your ITIL and ITSM efforts including:

- Fully accredited ITIL training material
- Business Analysis: To identify and manage the business requirements which define IT services
- Project Management: For increased efficiency and reduced risk in implementing change
- COBIT, ISO/IEC 20000, and other courses: To address governance, certification, and organizational change

Why HP?

- Over 30 years of experience in meeting complex training requirements worldwide
- Our unique HP Race to Results Service Management simulation

- Renowned HP consultants who—as ITSM industry experts—play a major part in writing and reviewing ITSM standards and ITIL publications
- Long experience in the training industry and in delivering ITSM training
- Fully accredited training materials
- Education solutions in a blended learning mix
- First class instructors who provide a quality experience in all courses—whether delivered in a traditional classroom environment or virtually in a live, online format
- Flexible options to meet your training needs: eLearning, traditional classroom or live online instructor-led format—same quality training, without the travel
- Custom Learning Solutions which offer tailored courses delivered onsite, in HP Education Centers, or online for convenient 24x7 access

To learn how HP can help your organization improve or excel in your ITSM journey visit:

<http://www.hp.com/learn/itsm>



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