



ITSM training from HP

Be among the first to be there



Overview

- Align your business and IT with IT Service Management (ITSM)
- Train your professionals with HP—leaders in ITSM training
- Be among the first to train in ITIL V3, retain your competitive edge

Today's businesses are under increasing pressure to accelerate growth, reduce costs, and mitigate risks. They rely on IT to be able to anticipate and respond to changes in business and technology environments, and cope with ever-challenging compliance and regulatory frameworks. ITSM can help your IT organization streamline itself for greater efficiency and tighter alignment with business objectives. Whether you are already implementing ITIL or ITIL is new to your organization, you should choose your ITIL training partner carefully. HP is a leader in ITSM with a comprehensive range of ITSM services and provides support every step of the way. Just as we have helped some of the world's leading enterprises, we can help guide you through every step of your ITSM transformation and continual improvement activities.

We are ready to train your staff on the new ITIL V3 curriculum right away. Learn from the expertise of HP employees who have authored V3, and be among the first to equip your staff with this key certification.

Addressing business-IT issues through ITSM

IT organizations need to be increasingly lean, flexible, effective, and cost efficient. It is imperative they are aligned with continually evolving business requirements.

Implementing ITSM will help:

- Improve the quality of IT services delivered
- Decrease IT operating costs
- Deliver more reliable business support
- Enhance customer satisfaction
- Achieve greater flexibility
- Establish a clearer understanding of IT's capabilities to drive new business
- Increase the level of integration between business and IT

The HP advantage

The comprehensive ITSM curriculum of HP covers all aspects of ITIL training and certification. This proven curriculum includes all the necessary building blocks to build the skills and competencies you need to transform your IT organization into a dynamic IT service provider.

HP education services provides real-world ITSM training to equip your IT organization with the right skills and expertise needed to enhance efficiency, increase ROI, and lay the foundation for an agile, evolving, and business-centric world-class IT infrastructure.

With more than 6,000 ITIL certified employees, HP has been actively involved in developing the ITIL curricula, including the latest V3 courses. You can find HP and its employees on itSMF boards worldwide. With our help, your staff can be among the first to be trained in key V3 courses and retain your competitive edge.

Key benefits

Training part of larger service portfolio: You get the breadth and depth of our service offerings in ITSM. From education to implementation, HP is your one-stop shop.

Public courses as well as onsite delivery: We have the capability to provide training as and when you need it. We can also customize courses to suit your needs.

Virtual delivery: Many of the courses are offered virtually in some regions already and more areas are being added. By not having to attend the course in a classroom, you save on cost and time of travel.

High pass rate: Our experience shows people trained by us have a higher pass percentage across all ITIL certification exams. Learn from the winners.

Beyond ITIL: HP complements our ITIL training with these curricula:

- **Business Analysis:** For skills in gathering and managing the business requirements that IT Services must be based on
- **Project Management:** For increased efficiency and reduced risk in implementing changes
- **Cobit, ISO 20000, and other courses:** For organizations focusing on governance, certification, and managing organizational change

Global reach: With more than 80 education centers worldwide, support for various languages, and online courses, HP offers unmatched global delivery capabilities for effective and timely training.

Depth, breadth, and flexibility

HP offers one of the broadest range of ITSM courses available in the industry. You can benefit from depth of content based on our extensive, real-world experience delivering ITSM solutions to our customers. These courses address all levels of your organization, from senior management sponsors, to process owners and designers, to the people actually doing the work of developing and delivering quality IT Services.

Awareness courses

These courses provide a brief and concise introduction to Service Management disciplines and benefits. They are ideal for staff or senior management who might be involved on the periphery of ITSM or those who are new to the topic and need a broad, brief introduction.

V2 and V3 Foundation courses

Introducing the concepts of ITSM, these courses provide a solid foundation to those seeking an entry-level professional qualification in ITSM. V2 Foundation forms the basis for progressing to the Practitioner Level qualifications or onto the ITIL Service Manager's Certificate. ITIL V3 Foundation is the stepping-stone to the ITIL Expert Certificate. This is achieved by continuing your training from Foundation to ITIL Intermediate Certificates. There is a choice of Service Lifecycle and Service Capability modules and then a capstone certificate Managing Across the Lifecycle. Candidates who achieve the minimum accumulation of 22 credits across a selection of balanced V2 and V3 modules or V3 only are awarded the ITIL Expert Certificate.

V2-to-V3 Bridge courses

These courses provide skill updates for people who already have been trained with ITSM V2. This helps in no duplication of time or costs while people train in V3. HP has been actively involved with developing V3 to provide you an edge in this training.

V2 Practitioner courses

Practitioner courses have a high practical content and are aligned to each individual ITIL service management discipline. Choose the courses you complete based on your particular career needs. This level of the curriculum may provide all the necessary education for IT professionals who have, or may have, hands-on responsibility for planning, implementing, and running one of the following detailed ITIL processes:

- Change Management, Release Management, and Configuration Management
- Service Desk, Incident Management, and Problem Management
- Service Level Management and Financial Management for IT Services
- Availability Management, Capacity Management, and IT Service Continuity Management

V2 Manager's courses

These consist of two one-week training courses followed by self-study, exam preparation courses, and then the actual exams. The courses are suitable for candidates with at least five years relevant IT experience. Before taking the exam candidates must hold the Foundation Certificate.

V3 Intermediate courses

The V3 Capability courses are similar to the V2 Practitioner courses, with a focus on the nuts and bolts of ITIL process implementation. The Lifecycle courses are for people responsible for management and control of the ITIL processes within the context of the IT Service Lifecycle. This curriculum also includes the capstone course Managing Across the Lifecycle, which ties together the Capability and Lifecycle content and covers supplemental matter, giving students a comprehensive grasp of ITIL V3.

In addition to traditional face-to-face training, HP delivers the ITIL V3 Intermediate courses virtually through the HP Virtual Room service, helping you remove travel related costs and down time.

Supplementary

These optional courses are for IT professionals or managers intending to pursue related topics like ISO/IEC 20000 or IT Governance, or those who need HP Software Service Manager 7 training. Though not mandatory, completion of the ITIL Foundation in ITSM course is highly recommended for students to understand clearly how to apply this supplemental subject matter in an ITIL context

Additionally we offer complimentary curriculums in Business Analysis and IT Project Management to help your team to prepare fully for the implementation of any IT or ITIL projects.

Tailored training to match your ITSM transformation

HP custom learning solutions address the unique training requirements for complex ITSM initiatives. Our consultants perform a comprehensive assessment to uncover existing skill sets, understand your training needs, and define your ITSM training requirements. We then develop a custom solution that may help you increase the return on your ITSM initiatives. All employees benefit from a personalized education plan based on their current ITSM knowledge, roles, and responsibilities so that no one wastes time in the wrong classes—you save time and money.

For greater flexibility, HP tailors its classes for your particular need and can deliver training either onsite, in HP Education Centers, or online for convenient 24 x 7 access. The HP ITSM curriculum covers all aspects of ITIL training and certification. Select your courses according to your unique staff needs and level of familiarity with ITSM.

Why ITSM/ITIL training from HP?

Implementation of IT Service Management (ITSM) is no simple task, but involves a journey of continuous improvements in people, processes, and technology.

In addition to the depth and breadth of our courses, HP ITSM learning solutions are exceptional in the following ways:

- **Consultative approach:** HP consulting services help you define the ITSM competencies you need and develop an education solution tailored to meet those needs.
- **Blended approach to instruction:** HP offers blended training solutions that combine both classroom and online training to accelerate and improve learning.
- **ITIL-based curriculum and certification exams:** HP offers proven, ITIL-based curriculum and certification exams, making sure that your staffs are qualified and competent.
- **Innovative ITSM business simulation:** Based on the high-octane world of motor racing, our exciting and highly interactive Race to Results ITSM simulation enables participants to experience the benefits of ITIL service management.

Race to results simulation

The HP Race to Results Service Management Simulation is an exciting and interactive learning activity inspired by high-stakes auto racing that enables participants to experience the importance and benefits of ITSM. This simulation is especially useful for introducing basic ITIL concepts and gaining buy-in and support from all levels of staff and management for ITSM projects.

To learn more about how the HP Race to Results Service Management Simulation can help your ITSM transformation, or to learn about our ITSM curriculum, visit our website at <http://www.hp.com/learn/itsm>

Part of HP comprehensive ITSM solution

HP ITSM education solutions are part of a complete suite of ITSM services and solutions 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

HP is a dedicated leader in ITSM and provides support every step of the way. Just as we've helped customers such as Bombardier, Staples, Procter and Gamble, Roche and Avaya, HP can guide you through every aspect of your ITSM transformation.

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.

Technology for better business outcomes

To learn more, visit www.hp.com/learn/itsm

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