

ITIL / ITSM Education and Consulting

Many organizations are looking to the IT Infrastructure Library or "ITIL" to guide them in improving the effectiveness and efficiency of their IT Service provision. CCN supports this effort through our accredited ITIL education and consulting services offerings.

CCN can assist organizations in understanding the nature and benefits of ITIL, educating their staff members on ITIL processes and best practices recommendations, preparing their company to apply ITSM principles and executing ITIL implementations for IT Service Management excellence.

CCN offers:

◆ **ITIL Certification Training:**

- **ITIL Service Management Foundation:** 2-Day Foundation Certification class
- **ITIL Foundation & Best Practices:** 3-Day Foundation Certification and implementation planning class

◆ **Custom ITIL Training:**

- **Executive Overviews:** Custom sessions from 1 to 4 hours long to introduce the basic concepts of ITSM & ITIL to management and senior executives
- **Targeted Staff Training:** Training sessions on specific ITIL and ITSM topics targeted to specific staff members or teams
- **Onsite Certification Training:** ITIL Foundation certification classes customized to meet client needs and delivered on the client site

◆ **ITIL & ITSM Process Consulting**

- **ITIL-Readiness Assessment:** Review of an organization to assess their readiness to embark on an implementation of ITIL
- **ITIL Process Implementation Planning:** Assistance in gap analysis and planning for ITIL process implementations
- **Single or Multiple Process Improvement:** Project leadership or mentoring during the implementation of one or more ITIL process improvements



Contact CCN to see how our ITIL Education and Consulting services can help your organization achieve excellence in IT Service Management.

Call: 1-877-CCN-8600 or email: info@ccncorp.com