

# WE GET SOLID PROCESSES MUST BE BUILT ON A SOLID FOUNDATION.

CDW Amplified™ OS  
ITIL® Training:  
One-Day Awareness/Three-Day Foundation



Transform your organization with CDW's One-Day ITIL Awareness Course or Three-Day ITIL Foundation Training. The CDW approach takes you on a journey through the five stages of the ITIL service lifecycle and helps you adopt best-practice processes used by leading organizations worldwide with tremendous positive impact. Whether you need full training and certification for key members, or simply an executive overview for greater awareness and adoption, we've got you covered.

CDW's ITIL Training can help you achieve:

-  **Operational Efficiencies**
-  **Agility**
-  **Increased Performance**

## Orchestrating the Right Solution

Our One-Day Awareness workshop educates and informs leadership by using case studies from organizations around the globe that have successfully implemented ITIL. We take a high-level, results-oriented approach to the People, Process and Platform elements of the service improvement in order to convey:

- Key concepts of ITIL
- Practical guidance for applying ITIL to everyday IT situations
- How to align with business, control costs and improve IT service quality
- Strategies to balance IT resources with business needs and objectives
- The role of technology and how to maximize its value

Our Three-Day Foundation course covers all material specified in the ITIL Foundation certificate and prepares attendees to successfully achieve their Foundation certification. We infuse real-world examples throughout, and discuss overcoming the practical challenges and barriers to implementing process improvement.

All of our instructors are ITIL experts and have years of hands-on IT practitioner experience, enabling them to effectively intertwine theory and real-life stories and scenarios. Every Foundation class attendee will participate in activities that bring the concepts and processes to life in a fun, fast-paced way that reinforces memory and prepares them for success on the exam.

CDW's full lifecycle of Services can support your business no matter where you are on your journey



## CDW GETS ITIL

The value of IT Service Management in the form of ITIL best practices has been proven again and again for IT organizations and their businesses. With a focus on aligning IT and the business to improve efficiency and achieve Continuous Service Improvement, this practice provides an exponential return on investment that increases customer satisfaction.

Our accredited instructors are experts who have years of ITIL experience. They are seasoned practitioners, skilled at conveying the transformational value of ITIL and helping organizations reap the benefits of better processes for managing change and innovation.

CDW is an Accredited Training Organization (ATO) with AXELOS, proprietary owner of the ITIL system.

### What Our Customers Say

- "The trainer was excellent and went well beyond just preparing us for certification."
- "The real-world examples and open discussions had me engaged throughout."
- "I've attended other training like this, and this was easily the most interesting and effective."



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SERVICES**

## Deliverables Checklist

Using the highest quality content, both training options encourage active group participation to empower all learners with a wealth of actionable ideas and practical knowledge.

Deliverables	ITIL Training
<b>One-Day ITIL Awareness Course</b> <ul style="list-style-type: none"><li>· Live workshop for as many people that will fit into the chosen delivery venue</li><li>· ITIL Executive Overview handbook – hard copy</li><li>· ITIL Executive Overview handbook – electronic version</li></ul>	✓
<b>Three-Day ITIL Foundation Course</b> <ul style="list-style-type: none"><li>· Three-Day class for up to 20 people</li><li>· ITIL Training Manual (350+ pages) for each participant – hard copy</li><li>· Sample exams and exam preparation</li><li>· Concludes with accredited ITIL Foundation Certification Exam</li></ul>	✓

## More About ITIL

ITIL stands for Information Technology Infrastructure Library. It is a set of IT Service Management (ITSM) practices aimed at aligning IT services with the needs of the business and improving overall results. Conceived in the UK in the late 1980s in response to growing reliance on IT, the processes and practices have continued to evolve and be refined by practitioners around the globe.

There are five stages of the ITIL "Service LifeCycle":

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

## Required Language

ITIL® is a registered trademark of AXELOS Limited, used under permission of AXELOS Limited. ITIL is AXELOS' proprietary form of IT Service Management. All courses are accredited by PEOPLECERT. CDW is an Accredited Training Organization (ATO). All instructors are Accredited Trainers.



To learn more about CDW's ITIL Training, call your account manager or 866.782.4239.



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