THE KEY BENEFITS OF ITIL®
For the organization and the professional

AXELOS.com
The world’s most widely used IT Service Management framework
**WHAT YOU CAN LEARN**

**WHAT YOU CAN ACHIEVE**

**KEY CAPABILITIES**

- Manage business risk for your services
- Benchmark services and maximize return on investment
- Ensure the quality of services matches customer needs and expectations
- Forecast, respond to and influence the demand for your services in a cost effective way

**KEY BENEFITS**

- Minimize service disruption
- Obtain value for money from your service providers
- Ensure your customers can use the services when and where needed
- Support business change at the speed your customer needs while ensuring stable and low-risk environment

- Quantify and clearly demonstrate the true value of the services you provide
- Support the marketing and consumption of your services
- Ensure the business and your customers are not affected by unexpected service failures
- Build and maintain positive business relationships with customers and improve customer satisfaction

**THE ITEMS BELOW ARE ALIGNED TO ALL 6 ITIL KEY CAPABILITIES, WITH THE MOST DIRECT CONNECTIONS UNDERLINED.**

**SUPPORT BUSINESS OUTCOMES**

**ENABLE BUSINESS CHANGE**

**MANAGE RISK IN LINE WITH BUSINESS NEEDS**

**OPTIMIZE CUSTOMER EXPERIENCE**

**SHOW VALUE FOR MONEY**

**CONTINUALLY IMPROVE**
Manage business risk for your services...

...by using ITIL availability management, capacity management, IT service continuity management, information security management and seven-step improvement processes to identify, prioritize and manage service improvement opportunities.
MINIMIZE SERVICE DISRUPTION...

...by using the ITIL incident management and problem management processes to swiftly restore services, develop effective workarounds, run blameless major incident reviews, investigate and eliminate root causes, and prevent incidents from reoccurring.

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- **Support business outcomes**
- **Enable business change**
- **Manage risk in line with business needs**
- **Optimize customer experience**
- **Show value for money**
- **Continually improve**

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**What you can learn**

- **Forecast, respond to and influence the demand for your services in a cost effective way**
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**Quantify and clearly demonstrate the true value of the services you provide...**

...by using the ITIL financial management process to deliver the required financial stewardship and show improved governance over investments.
Benchmark services and maximize return on investment...

...by using the ITIL service portfolio management process to map customer requirements against the investments required to build and deliver the services your customers need, at the right cost and quality.
Obtain value for money from your service providers...

...by using the ITIL supplier management process to measure and manage supplier performance and ensure contracts with suppliers are optimized to support your agreements with your customers.
Support the marketing and consumption of your services...

...by using the ITIL service catalogue management process to improve communications, streamline the request process and help your customers to understand and link the services you provide to business outcomes they care about.
Ensure the quality of services matches customer needs and expectations...

...by using the ITIL service level management process to define and agree specific and measurable service targets, understand how to best set up monitoring, measuring and reporting, and help identify corrective action opportunities.
### Key Capabilities

- Manage business risk for your services
- Minimize service disruption
- Ensure the quality of services matches customer needs and expectations
- Obtain value for money from your service providers
- Benchmark services and maximize return on investment
- Build and maintain positive business relationships with customers and improve customer satisfaction
- Ensure your customers can use the services when and where needed...
- Support business change at the speed your customer needs while ensuring stable and low-risk environment
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### Key Benefits

- Quantify and clearly demonstrate the true value of the services you provide
- Support business change at the speed your customer needs while ensuring stable and low-risk environment
- Build and maintain positive business relationships with customers and improve customer satisfaction

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Ensure your customers can use the services when and where needed...

...by using the ITIL availability management process to plan service resilience and recovery, analyze issues involving service unavailability, and drive continual service improvement.
**KEY CAPABILITIES**

- Forecast, respond to and influence the demand for your services in a cost effective way.
- Manage business risk for your services.
- Benchmark services and maximize return on investment.
- Ensure the quality of services matches customer needs and expectations.
- Obtain value for money from your service providers.
- Ensure your customers can use the services when and where needed.
- Support business change at the speed your customer needs while ensuring stable and low-risk environment.
- Support the marketing and consumption of your services.
- Ensure the business and your customers are not affected by unexpected service failures.
- Build and maintain positive business relationships with customers and improve customer satisfaction.
- Minimize service disruption.
- Quantify and clearly demonstrate the true value of the services you provide.
- Support business outcomes.
- Enable business change.
- Manage risk in line with business needs.
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**KEY BENEFITS**

- Support business outcomes.
- Enable business change.
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- Optimize customer experience.
- Show value for money.
- Continually improve.

**WHAT YOU CAN LEARN**

- What you can achieve.

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**Ensure the business and your customers are not affected by unexpected service failures...**

...by using the ITIL IT service continuity management process to align service continuity plans with business continuity plans, reduce risks to service levels and implement a tested service recovery strategy to meet customer requirements.
Forecast, respond to and influence the demand for your services in a cost effective way...

...by using ITIL demand management and capacity management techniques such as user profiling, modelling, off-peak pricing and differentiated service levels to provide optimal level of capacity and successfully manage fluctuating demand situations.
Support business change at the speed your customer needs while ensuring stable and low-risk environment...

...by using the ITIL change management process to respond to changing requirements in an agile manner whilst optimizing business risk and minimizing the severity of any disruptions to customer’s business processes.
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**Build and maintain positive business relationships with customers and improve customer satisfaction...**

...by using ITIL business relationship management and service level management processes to find the best practices to enable your teams to better understand and manage customer expectations.
Why attend ITIL trainings and take exams

1. Learn how to apply ITIL tools, techniques and concepts to improve your efficiency and effectiveness.

2. Take new ideas back to your workplace and use best practice to help carry these out to facilitate customer desired outcomes.

3. Reflect on and compare your own practices away from your everyday working environment, gather opinions, suggestions and feedback from other professionals.

4. Learn how to communicate more effectively by using common terminology.

5. Be a part of the international community and get advice when needed.

6. Be recognized for your expertise by your peers both inside and outside the organization.

7. Gain confidence from best practices and help to make change happen.

8. Differentiate your value for employers with your experience, expertise and skills.

9. Improve your position in the job market and with career progression.
### Key Capabilities

1. Identify and focus on the highest value activities
2. Service multiple customers with varying requirements using only limited resources
3. Define, measure and report relevant metrics to help with fact-based decision making
4. Improve efficiency by automating standard tasks and applying lean principles to your work
5. Unite teams and processes by understanding interdependencies and their impact
6. Influence the organizational culture to support continual improvement activities

### Key Benefits

7. Improve communication by encouraging the use of common terminology
8. Identify alignment opportunities with the business by identifying and understanding the value chain
9. Save costs by centralizing activities and teams using well-defined fit-for-purpose and fit-for-use processes
10. Be in control by clearly understanding your process responsibilities and expected outputs
11. Build trust within the organization by understanding and aligning stakeholder goals, objectives and incentives
12. Demonstrate business focus by taking a customer centric approach to services

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