

The ITIL® Story

Smart E-Learning



Get to know ITIL® in an E-Learning Format!

Best Practice IT – The Answer to meeting Today's Business Demands

ITIL® helps you to use the IT services in your company in a targeted and customer-friendly manner. In a series of publications, this collection of proven "best practice methods" combines efficient and practical procedures for the implementation of IT services.

In order to make the most of ITIL®, a modern style of learning management is helpful. It provides employees with an initial introduction to the topic and informs them of the possibilities. With our newly developed e-learning system, your employees are provided with support for their own learning, thus allowing them to gain the necessary knowledge of ITIL® easily and flexibly.

Besides providing an opportunity for self-managed learning, e-learning formats also provide advantages with regard to

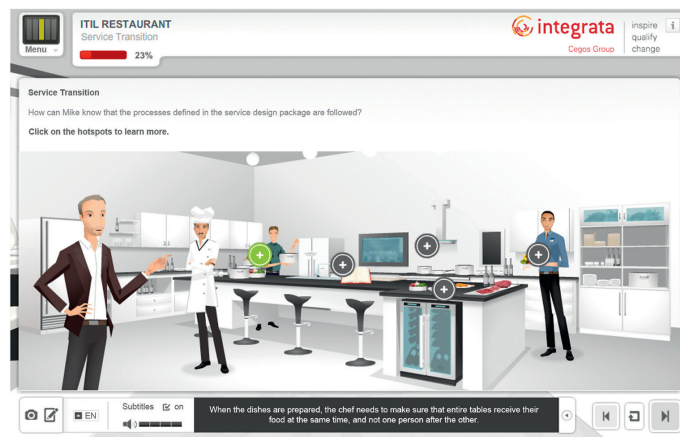
communicating learning content. Integrata AG uses visualisation, sound and animation so that individuals are able to familiarise themselves with the features of ITIL® in an easy and enjoyable way.

With the help of the animated figure, Mike Garlic, Integrata's ITIL® e-learning module guides the user through the processes of an ITIL® Service Life Cycle using a restaurant as the setting. Mike explains all five phases, from the initial idea to the opening, so vividly that the learner can easily remember them: Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement. In this way, e-learning gives the learner a practical insight into the quality of the various services. In addition, it also encourages the learner to reflect on the responsibilities and processes in his or her own company.

An overview of the learning objectives

After the successful completion of the e-learning module, learners are familiar with

- The 5 phases of the ITIL® Service Life Cycle & ITIL® performance indicators
- The Service Design package, including all aspects of a service for each phase of the Life Cycle
- The objectives of the Service Strategy, USP, marketplace, etc.
- Financial management & service portfolio management
- Service Transition in the event of adjustments
- Service Operation, incident and problem management for trouble-free operation
- The Continual Service Improvement (CSI), which accompanies continual improvements in processes and services
- The Deming Cycle for quality improvement, also referred to as Plan-Do-Check-Act (PDCA)
- The CSI model, which converts the PDCA model into action phases



ITIL® Service Management Setting

Target group

The WBT is suitable for all company employees who want to gain better understanding of the IT processes.

Prerequisites

No particular expertise is required.

Languages available

German and English

Demo

Demo access can be obtained upon request.

Contact

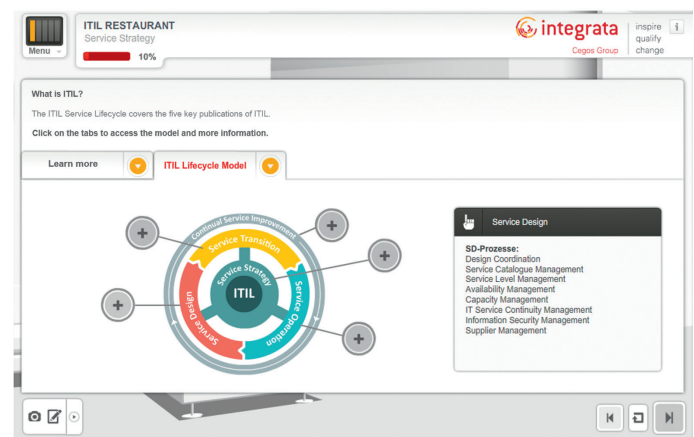
Integrata AG · Katrin Polon-Schulz · Phone: +49 711 62010 - 153 · Email: katrin.polon-schulz@integrata.de
Integrata AG · Zettachring 4 · 70567 Stuttgart · Phone +49 711 62010 - 100 · www.integrata.de

Optional services

- Adaptation to the corporate design
- Development of specific content

Licensing models

- LMS hosting via Integrata. Modern and structured virtual classrooms on a Moodle basis. High level of hosting quality: maximum data protection, server location in Germany. Also with your own landing page in your CI.
- Or on your LMS via X-domain (security settings according to European security standards).



The ITIL® Life Cycle Model

Integrata E-Learning Solutions

Standard E-Portfolio

We offer a comprehensive portfolio of e-learning components, diverse groups of topic areas and individual modules. We can adapt this to your CI/CD at any time. Our web-based training sessions are structured according to instructional design methods. This method was specifically developed for practice-oriented people.

Individual E-Learning Production

We combine more than 50 years of professional expertise with the latest methods and trends. By providing excellence in terms of support and consulting, we can develop a custom-fit training programme in the quality and degree of interactivity which suits your specific needs. We will be at your side for the entire process, from the workshop to the final rollout.