

ITIL VERSION 3 FOUNDATION COURSE SINGLE SITE LICENCE (ONE YEAR)

Having reviewed the training requirements of the IT service desk team, Northumbria Police identified the need to implement ITIL training across its 80 strong IS&T department. The ITIL Foundation course was selected as it provides employees with a cohesive set of best practice principles supported by a comprehensive qualifications scheme and assessment tools.

The priority was to source an accredited and easy to implement training package. After some consideration, the ITIL Foundation level training package was selected as it was specifically designed for employees responsible for managing IT service delivery and those involved in building good relationships with service providers. Additionally, it offered competitive pricing, flexibility for those taking the course and the fully accredited ITIL Foundation qualification on successful completion.

Liz Walker, IS&T Service Desk Manager, Northumbria Police, comments; 'As a department we need to keep a close watch on our budgets while ensuring employees have the right level of qualifications to effectively serve the organisation. The ITIL Foundation course ticked all the boxes and importantly it was also delivered in a modular format which meant that those taking the course could balance their workloads with their training requirements.'

The fully accredited CD-ROM based course was delivered via the desktop and combined multiple voices, animation and interactive exercises to effectively deliver the content. The modular format also meant that the course could be completed in sections, bringing greater flexibility to those taking the course and control by the training organisers.

Liz Walker continues; 'We adopted a staged approach in which managers would complete the modules first before they were rolled out to the wider workforce. This worked effectively for us with 90 percent of employees completing the first sections of the course within the initial few months.'

The ITIL Foundation course can also be delivered via a network system or the intranet and equates to the equivalent of a three day classroom course. Those taking the course are also given a support manual that outlines the course content and up to date licences are supplied as part of the maintenance and update service.

Liz concludes; 'We particularly liked the fact it was computer based, as it meant that we did not have to lose a number of the workforce to a meeting room based training course. The interactive exercises and animation made it easy to use but importantly helped prepare the participants for the final examination hurdle.'

The ITIL Foundation course has been fully accredited by the ISEB and EXIN and consists of seven modules, including a mock examination that allows students to test themselves.