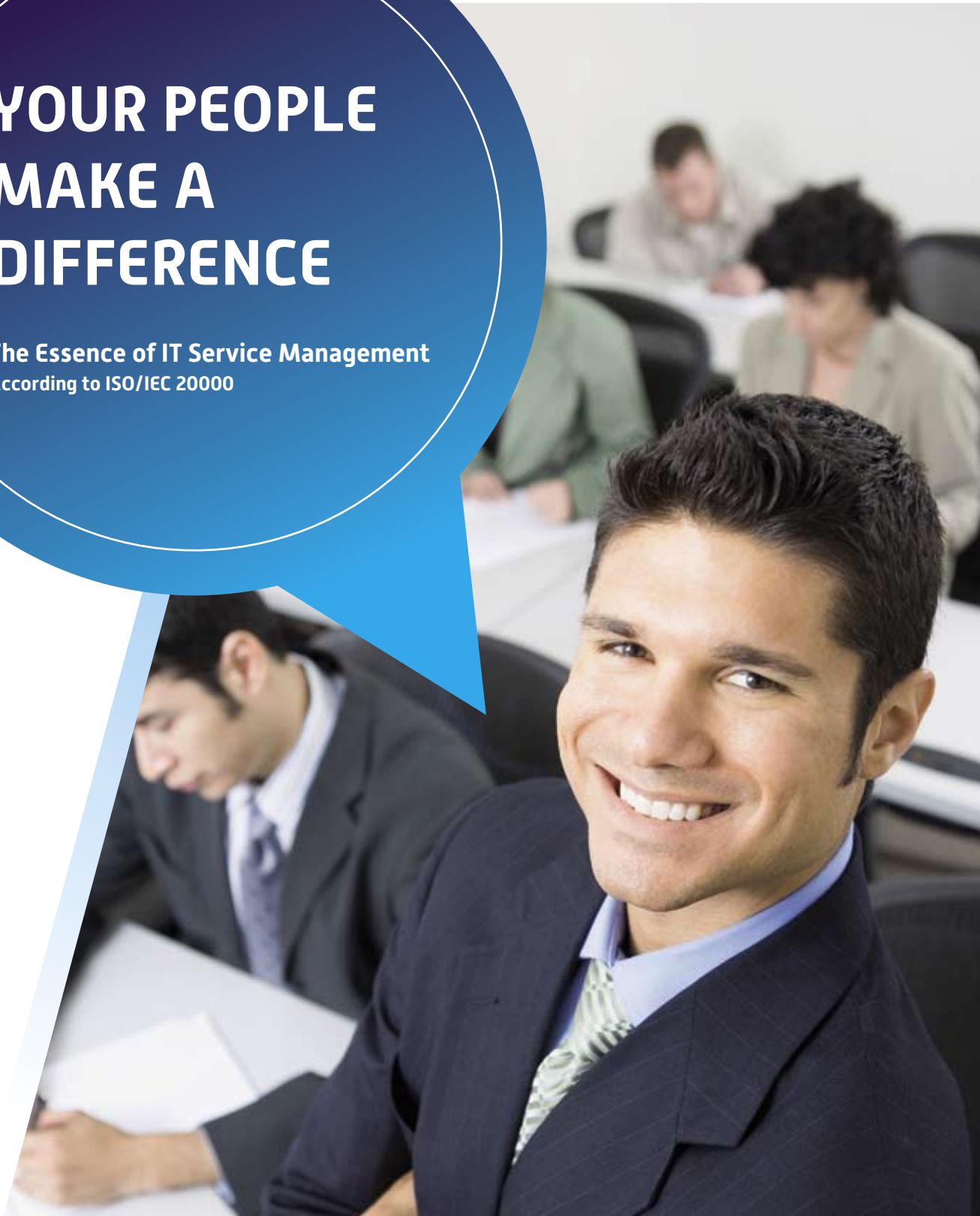




**IT SERVICE  
MANAGEMENT** ISO  
IEC  
**20000**

# YOUR PEOPLE MAKE A DIFFERENCE

The Essence of IT Service Management  
According to ISO/IEC 20000



# YOUR PEOPLE MAKE A DIFFERENCE

Providing reliable and affordable IT services in a constantly changing performance-driven environment asks a lot of you and your team.

Customers demand quality of IT services and your organization requires independently certified professionals. Successful ITSM depends on having properly skilled people. EXIN's ITSM program helps you in the selection of qualified personnel with the right competencies.

## ITSM certified staff offers competitive advantage by:

- Increasing customer service and satisfaction.
- Improving efficiency and productivity.
- Encouraging a culture of continual service improvement.
- Being able to define measurable ITSM goals and benchmark.

## Quality ITSM according to ISO/IEC 20000

EXIN's ITSM program is set up according to the respected international ITSM standard. Only if your IT professionals understand the true meaning of ISO/IEC 20000, will they know how to use the standard to support your business goals.

### Back to the essence of service management

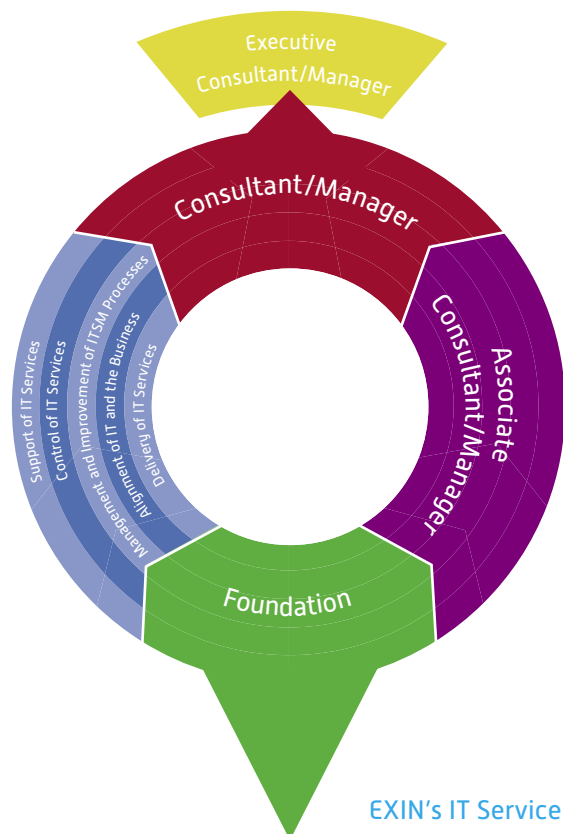
Successful ITSM is all about properly skilled people. It depends on experienced and certified professionals at all levels. EXIN's ITSM program focuses on the essentials of proven good service management and makes ITSM measurable.

### Based on job roles and competencies

EXIN's multi-level program is based on job roles and trains professionals according to their professional needs in daily life. They will learn how to build, implement and maintain an overall ITSM system that benefits from the international ISO/IEC 20000 quality requirements.

### Management responsibility and implementation guidance

Contrary to other programs, EXIN's ITSM program is stronger in management responsibility and implementation guidance. Providing an objective assessment to demonstrate achievements to your customers. With a focus on continual improvement of services.



EXIN's IT Service Management program

# IMPROVE YOUR PERFORMANCE



## Why EXIN's ITSM program?

EXIN's ITSM program is unique because of its innovative approach to ITSM that also includes the best of proven good practice. It goes back to the essence of excellent ITSM: customer focused ITSM. Books and standards do not provide quality service, highly motivated professionals do.

### Focusing on essentials

EXIN'S ITSM program builds on best practices from all frameworks in ITSM and easily leads your professionals the way through the ocean of frameworks, approaches and standards. Taking out all unnecessary shortens course time and speeds up results.

### Learn today, do tomorrow

This program focuses on skills and not just theory. What your people learn today, they can implement tomorrow. Training and certification helps your staff immediately to become better at what they do. Quickly resulting quickly in higher performance.

### An itSMF awarded program

EXIN's ITSM program has been awarded with an itSMF innovation award and is globally recognized by itSMF International. Having been co-developed with TÜV SÜD Akademie, it is the only ITSM program in compliance with the international professional certification standard ISO/IEC 17024.

### Only the best professionals

Being responsible for good ITSM within your organization, you are always looking for qualified personnel. EXIN's ITSM program helps you to challenge your team and to select the best professionals.

*'I am very pleased that the high quality program in ITSM according to ISO/IEC 20000 is now accepted by the representatives of the IT Service Management community. This will certainly help to promote a quality oriented approach to IT Service Management which the ISO/IEC 20000 standard was aiming for.'*

**Jenny Dugmore**, Chair of ISO/IEC JTC1 SC7 WG 25, responsible for ISO/IEC 20000 series development and member of the Committee for the ITSM program of TÜV SÜD and EXIN.

## Train and certify your people now!

Interested in improving your quality performance? Take the next step and make your company a service leader. Motivate your professionals to become a certified ITSM professional according to ISO/IEC 20000.

## Online

Please visit [www.exin-itsm.com](http://www.exin-itsm.com) to learn more about the quality approach to IT Service Management and its benefits for your organization. And find out when and where your staff can become certified.

*'This course and program will surely help to address the focus on maintaining control on the continual improvement of our IT Service Management framework making it more tangible'*

**Ruud van Teylingen**, Senior Consultant & Formule Manager, KPN

*'EXIN provides a very clear and straight forward qualification program'*

**Peter ten Brink**,  
Service & Contract Manager, Sogeti

## EXIN'S ITSM CERTIFICATION:

- Improves your organization's quality performance
- Encourages a culture of continual service improvement
- Focuses on customers and measurable results

