



**IT SERVICE
MANAGEMENT** ISO
IEC
20000

UPGRADE YOUR CAREER, GET CERTIFIED

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

UPGRADE YOUR CAREER, GET CERTIFIED

Providing reliable and affordable IT services in a constantly changing performance-driven environment asks a lot of you as an IT professional. Customers demand more and more quality of IT services and employers require independently certified staff. Upgrade your career with an EXIN certificate and prove you have what it takes to provide the best IT services. Join the club of over one million certified ITSM professionals.

Why EXIN's ITSM certification pays

It consolidates your position and supports you to:

- Strengthen your skills and maximize results.
- Qualify for jobs that require specialized knowledge.
- Optimize your career opportunities.
- Receive recognition from the industry and your peers.

Added value of ISO/IEC 20000

EXIN's ITSM program is set up according to the respected international ITSM standard. Only if you understand the true meaning of ISO/IEC 20000, will you be the best at providing premium quality in IT services.

Back to the essence of ITSM

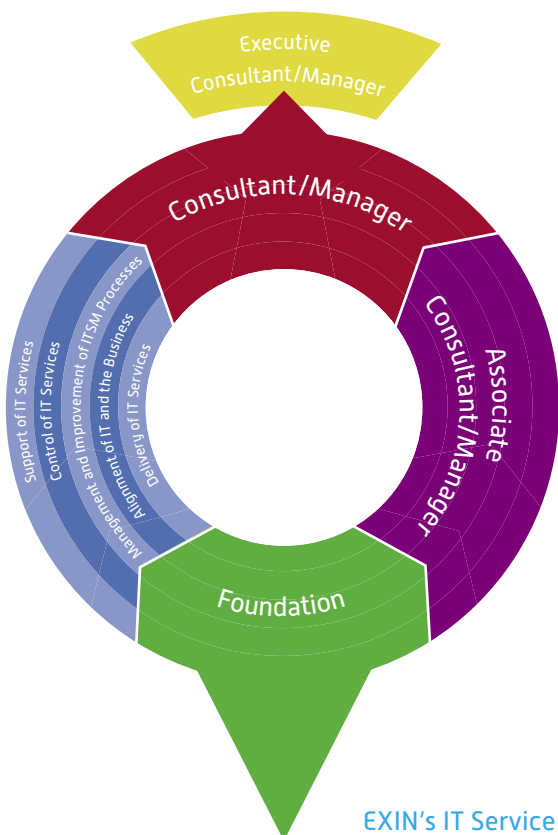
Successful ITSM is all about properly skilled people. It depends on experienced and certified professionals at all levels. EXIN's ITSM program according to ISO/IEC 20000 facilitates this by focusing on the essentials of good service management and making ITSM measurable.

Based on job roles and competencies

EXIN's multi-level program is based on job roles which trains you according to your professional needs in daily life. You 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 employer. With a focus on continual improvement.



EXIN's IT Service
Management program



LEARN TODAY

DO TOMORROW

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 with the right skills do.

Your ITSM compass

EXIN'S ITSM program is the worldwide innovative perspective on IT Service Management. It builds on best practices from all frameworks in ITSM and easily charts your course through the ocean of frameworks, approaches and standards.

Learn today, do tomorrow

The program has been developed by an international committee of ITSM experts under the motto 'learn today, do tomorrow'. Helping you rapidly to become better at what you do. It focuses on your skills and not just on theory.

An itSMF awarded program

EXIN's 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.

Your experience is valuable

We value your experience. Save time and money and benefit from our side entry possibilities. Take the exam in your own language, whenever and wherever you want. And make your choice out of the exam facilities in more than 165 countries.

'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.

Prove your competencies now!

Interested in proving your competencies? Take the next step and become a certified ITSM professional according to ISO/IEC 20000.

Online

Please visit www.exin-itsm.com to discover your ITSM quality approach by taking the sample quiz. And find out if you are eligible for free exemptions.



'Now that I have attended training, I realize that EXIN's ITSM program is actually about good service management. It tells you 'what' you should do in order to perform solid service management and gives a company the freedom to decide about 'how' to do it.'

Ludy Bronsema, Service Strategy & Transformation Consultant, Getronics Consulting

EXIN'S ITSM CERTIFICATION:

- Gives a boost to your career
- Improves your practical skills
- Values your experience



[exin-itsm.com](https://www.exin-itsm.com)

'The EXIN program is a great program, as it is not limited to ITIL®, but the first program to really address IT Service Management from the perspective of the standards'

John Custy, ITSM Consultant/Educator, JPC Group