



Pink Elephant Education – Overview of Courses

Pink Elephant is celebrating 20 years of ITIL experience – longer than any other service provider. We are the world's #1 supplier of ITIL education.

Since ITIL's inception in 1989, we've put over 100,000 IT professionals through ITIL training - more than anyone else! We are also the largest global provider of ITIL V3 education, and contributed to the V3 project – as an author of the *Continual Service Improvement* book and as a member of the International Exam Qualifications Panel.

Plus, as a global Registered Education Provider (REP) with the Project Management Institute (PMI), Pink Elephant offers courses relevant to the field of project management. Project Management Professionals can choose Pink Elephant training with confidence and earn Professional Development Units (PDUs) towards their recertification.

Foundation Level		
Course	Area Of Focus	Certification/PDUs
ITIL V2		
ITIL IT Service Management Essentials (In-house only)	Details the concepts, terms, definitions, goals, benefits and relationships within the 10 core ITIL Service Support and Service Delivery processes, plus the Service Desk function.	Foundation Certificate In IT Service Management (this is a prerequisite for Practitioner and Management Certification); 14 PDUs and 1.5 ITIL V3 credits
ITIL V3		
ITIL V3 Foundations	Provides an overview of the IT Service Management Lifecycle and its supporting processes, functions and roles.	Foundation Certificate In IT Service Management (this is a prerequisite for Intermediate and Advanced V3 Certification); 18 PDUs and 2 ITIL V3 credits
V2-V3 Foundations Bridging Course (In-house only)	Provides a very intense and focused overview of the new and modified topics in ITIL V3.	Foundation Certificate In IT Service Management (this is a prerequisite for Intermediate and Advanced Certification); 7 PDUs and 0.5 ITIL V3 credits
How To Use ITIL V3 In IT Operations	Provides a focused look at the processes related to the Service Operation and Service Transition phases of the service lifecycle.	This is a non-certification ITIL course; 13 PDUs
Complementary Education		
COBIT Foundations	Examines in detail the 4 domains of COBIT, how the framework helps guide overall IT governance and control, and how it integrates with other best practice frameworks.	Certificate of completion is awarded by Information Systems Audit and Control Association; 13 PDUs

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Practitioner/Intermediate Level		
Course	Area Of Focus	Certification/PDUs
ITIL V2		
ITIL Practitioner: Configuration, Change & Release Management	Focuses on the interdependent processes of Configuration, Change and Release Management.	Practitioner Certificate in IT Service Management: ITIL Practitioner Release & Control; 38 PDUs and 3.5 ITIL V3 credits
ITIL Practitioner: Service Desk, Incident & Problem Management	Focuses on the interdependent processes of Incident and Problem Management, plus the Service Desk function.	Practitioner Certificate in IT Service Management: ITIL Practitioner Support & Restore; 38 PDUs and 3.5 ITIL V3 credits
ITIL Practitioner: Service Level & Financial Management	Focuses on how to effectively budget, cost and charge for IT services with SLM and Financial Management.	Practitioner Certificate in IT Service Management: ITIL Practitioner Agree & Define; 38 PDUs and 3.5 ITIL V3 credits
ITIL Practitioner: Availability, Capacity & IT Service Continuity Management	Focuses on how to properly plan for and improve service quality parameters such as Availability, Capacity and Continuity Management.	Practitioner Certificate in IT Service Management: ITIL Practitioner Plan & Improve; 38 PDUs and 3.5 ITIL V3 credits
ITIL V3		
ITIL Intermediate: Operational Support & Analysis	The ITIL V3 Service Capability series will be of interest to candidates who wish to be certified in a deep level understanding of V3 processes and roles. Attention to the Service Lifecycle is illustrated as part of the curriculum; however the primary focus is the process activities, execution and use throughout the Service Lifecycle.	ITIL Intermediate Certificate: Operational Support & Analysis; 32 PDUs and 4 ITIL V3 credits
ITIL Intermediate: Service Offerings & Agreements		ITIL Intermediate Certificate: Service Offerings & Agreements; 32 PDUs and 4 ITIL V3 credits
ITIL Intermediate: Release, Control & Validation		ITIL Intermediate Certificate: Release, Control & Validation; 32 PDUs and 4 ITIL V3 credits
ITIL Intermediate: Planning, Protection & Optimization		ITIL Intermediate Certificate: Planning, Protection & Optimization; 32 PDUs and 4 ITIL V3 credits
ITIL Intermediate: Service Strategy	The Service Lifecycle series will be of interest to candidates wishing to obtain knowledge of V3 practices within the Service Lifecycle context. The prime focus is the Lifecycle itself, the use of process and practice elements used within it and the management capabilities needed to deliver quality Service Management practices in an organization.	ITIL Intermediate Certificate: Service Strategy; 25 PDUs and 3 ITIL V3 credits
ITIL Intermediate: Service Design		ITIL Intermediate Certificate: Service Design; 25 PDUs and 3 ITIL V3 credits
ITIL Intermediate: Service Transition		ITIL Intermediate Certificate: Service Transition; 25 PDUs and 3 ITIL V3 credits
ITIL Intermediate: Service Operation		ITIL Intermediate Certificate: Service Operation; 25 PDUs and 3 ITIL V3 credits



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ITIL Intermediate: Continual Service Improvement		ITIL Intermediate Certificate: Continual Service Improvement; 25 PDUs and 3 ITIL V3 credits
Complementary Education		
How To Define & Implement Processes According To ITIL Best Practices	Examines how to re-engineer and improve IT business processes to increase efficiency and reduce costs in your IT department.	Practitioner Certificate in How To Define & Implement Processes According To ITIL Best Practices ; 19 PDUs
How To Create A CMDB According To ITIL Best Practices	Explores the Configuration Management Database (CMDB) in depth as a critical resource for almost all other ITSM disciplines.	This is a non-certification ITIL course; 13 PDUs
How To Create A Service Catalog According To ITIL Best Practices	Provides insight on how the Service Catalog, and its role in defining IT services, helps to achieve greater alignment with the business.	This is a non-certification ITIL course; 13 PDUs
How To Conduct An ITSM Process Assessment	Provides hands-on knowledge and skills required to initiate, plan, conduct and evaluate the results of an ITSM process assessment project.	This is a non-certification ITIL course

Management/Advanced Level		
Course	Area Of Focus	Certification/PDUs
ITIL V2		
ITIL Service Manager Program	The most comprehensive ITIL certification course available, covering how to apply, manage and analyze ITIL processes in your organization.	Manager's Certificate In IT Service Management; 85 PDUs and 17 ITIL V3 credits
ITIL V3		
V2-V3 Service Manager Bridging Course	Provides a very intense and focused exploration of the new and modified topics in ITIL V3 from a strategic, advanced level.	ITIL Diploma in IT Service Management; 38 PDUs and 5 ITIL V3 credits
Complementary Education		
Developing A Vision & Strategy For IT Service Management	Offers guidance on building a vision and strategy for IT Service Management, with consideration given to IT and corporate governance.	This is a non-certification ITIL course; 13 PDUs
The Implementation Road Map For IT Service Management	Learn all of the critical success factors required to build and execute implementation plans for an improved IT Service Management operation	This is a non-certification ITIL course; 19 PDUs

For more information about Pink Elephant education, including how to bring any of these courses in-house or request customized training, please contact us at 1-888-273-7465 or e-mail info@pinkelephant.com