



IT service management

People, process, performance

BCS, The Chartered Institute for IT, has been at the forefront of ITIL's development and growth, delivering over 400,000 certificates around the world since 2000.

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Successful service management is a crucial requirement in today's fast-paced IT dependent organisations. Employers are under pressure to increase productivity while reducing costs, and effective service management is the key to delivering an efficient and reliable service.

Introducing a best practice framework, such as the Information Technology Infrastructure Library (ITIL®) into an organisation is the ideal way to ensure your organisation is best placed to deliver effective service management for your internal and external customers. BCS, The Chartered Institute for IT, has been at the forefront of ITIL's development and growth, delivering over 400,000 certificates around the world since 2000.

The Institute's IT service management and ITIL certification embraces the ITIL scheme and also includes our own Specialist certification, which draws on a broader range of best practice, enabling job specific skill development by focusing on individual roles within service management.

Why ITIL?

ITIL enables organisations to more closely align IT with its business objectives. By adopting the best practice framework, IT services and processes can be properly measured making it easier to identify and make improvements to service delivery. Productivity increases as employees develop their skills and competencies,

which results in greater customer satisfaction and improved brand image. And as IT services become more consistent they allow for more effective management of risk and cost.

Why choose our certification?

We understand the support required for IT processes like change and problem management, supplier and service level management. That's why we offer a full range of support beyond just the examination, to help IT professionals gain the knowledge, skills and competencies they need to deliver a quality service and further their service management career:

- Full portfolio of IT service management certification including the ITIL framework, our own Specialist certification and software asset management
- Associate (AMBCS) membership of the Institute for all successful candidates
- Access to like-minded individuals in our Service Management specialist group
- Access to our reflective learning approach and online Continuing Professional Development portal
- Career path framework and pathway to Chartered IT Professional (CITP) status
- IT skills framework **SFI^{plus}** to help you identify your skills and where you go next.

BENEFITS

For service management professionals

- Available at all levels so you can demonstrate your knowledge and skills as your career progresses
- Industry relevant and mapped directly to **SFI^{plus}** – highly relevant to your career path
- Specialist certificates provide recognition for job specific skills and knowledge
- Internationally recognised
- BCS membership available supporting self-initiated professional development

For employers

- Industry-relevant certification to support your organisation
- Employees gain skills that increase their value to the business
- Knowledge can be instantly applied to improve current processes and working practices
- Aligned with **SFI^{plus}** providing a clear development path
- Supports your organisation to retain, motivate and recruit the best people in service management

For further information visit [bcs.org/service-management](https://www.bcs.org/service-management)



IT service management and ITIL® certification

Through the Institute's IT service management and ITIL certification, IT professionals learn how to deliver, support and manage IT services in an effective and efficient way.

Intermediate	ITIL Managing Across the Lifecycle
	ITIL Capability modules
	ITIL Lifecycle modules
Specialist ¹	Supplier Management
	Problem Management
	Business Relationship Management
	Service Level Management
	Change Management
	Service Desk and Incident Management
Foundation	ITIL - IT Service Management
	ISO/IEC 20000 - IT Service Management
	Software Asset Management

ITIL® is a Registered Trade Mark of AXELOS Limited.



¹ Specialist certification

Our suite of six Specialist certificates focus on a single IT service management process, providing detailed knowledge and information on how the particular process operates within an organisation.

They draw on a broad range of best practice in IT service management including ITIL, COBIT®, ISO/IEC 20000 and SFIA/SFIA^{plus}.

COBIT® is a Trade Mark of the Information Systems Audit and Control Association and the IT Governance Institute.

ITIL Expert

ITIL Expert certification is aimed at those individuals who are interested in demonstrating an advanced level of knowledge of the ITIL scheme in its entirety. It can be gained by combining specific modules to achieve the required number of credits.

Candidates who achieve ITIL Expert also satisfy the prerequisite entry criteria for ITIL Master.

Become a BCS accredited training provider

The ITIL approach to IT service management has been adopted around the world with thousands of candidates sitting ITIL exams every month. Don't miss out on this global opportunity – become part of our international network of training providers and enjoy the benefits that the Institute's endorsement can bring to your business. You must be accredited by us to deliver our certification so apply for accreditation today.

bcs.org/trainingprovider

About BCS, The Chartered Institute for IT

We're championing the global IT profession by giving practitioners the career development support they deserve. Through our certification and professional development portfolio, we set the professional standards in the industry, guiding practitioners through their careers and providing employers with expertly trained people that add value to the business.

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