

# ALL-INCLUSIVE TRAINING DEALS GUARANTEE MASTERY OF ITILv3 AND ISO20000 AT RECESSION-FRIENDLY PRICES

Submitted by: 80:20 Communications Limited

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Ely, England, January 21, 2009 – When your customers are looking to cut costs, it is more vital than ever to exceed their expectations through effective IT Service Management. To help you weather the storm and get the most from your training budget, IT Governance (<http://www.itgovernance.co.uk/>) is offering all-inclusive ITIL v3 Foundation (<http://www.itgovernance.co.uk/products/2129>) and Implementing ISO20000 (<http://www.itgovernance.co.uk/products/2134>) training courses with a unique 'Pass the Course Guarantee'.

The ITIL v3 Foundation Training Course is aimed at managers and practitioners involved in the strategy, design and implementation of IT services who require an insight into IT Service Management best practice. Over three days, it explains the key concepts, processes and functions that your organisation needs to promote successful IT Service Management. With a syllabus based on the ITIL best practice Service Lifecycle approach, it also prepares delegates for the ITIL Foundation Certificate Examination taken at the end of the course.

The Implementing ISO20000 (ISO20000 Consultant Certificate) Training Course prepares the IT practitioner, or ISO20000 project manager, to implement ISO/IEC 20000 and is ideal for ITSM consultants wishing to assist organisations prepare for audit and certification. The three-day course provides detailed guidance on interpreting the ISO/IEC 20000 Standard and applying it within a business setting. Candidates on this course must already hold the ITSM Foundation Certificate; while it is not a prerequisite, those also holding an ITIL Service Management Managers certificate will be at an advantage.

Both courses are delivered by highly-experienced trainers from IT Governance, an international authority on IT Service Management, Governance, Risk Management and Compliance. Such is the company's confidence in its training that it offers a 'Pass the Course Guarantee' – should a candidate not pass the course first time, they can retake it as many times as required to gain the qualification. While employers will be required to pay any repeat exam fees, this offer guarantees a return on their training investment.

The courses are run at high quality training facilities in central London and are offered on a range of dates during 2009. The great popularity of ITIL and IT Service Management suggests candidates will be well advised to book early to guarantee a space.

The all-inclusive package includes lunch and refreshments, full course materials and the cost of the exam. While the course is non-residential, IT Governance will be pleased help candidates locate suitable hotels close to the training venue.

Candidate places on each course are priced at £795.00/€866.38. Spaces can be booked by visiting the following websites:

ITIL v3 Foundation Course: <http://www.itgovernance.co.uk/products/2129>

Implementing ISO20000 Course: <http://www.itgovernance.co.uk/products/2134>

- Ends -

FOR FURTHER INFORMATION:

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NOTES TO EDITORS:

IT Governance Ltd is the one-stop shop for books, tools, training and consultancy for Governance, Risk Management and Compliance. It is a leading authority on data security and IT governance for business and the public sector. IT Governance is 'non-geek', approaching IT issues from a non-technology background and talking to management in its own language. Its customer base spans Europe, the Americas, the Middle East and Asia. More information is available at [www.itgovernance.co.uk](http://www.itgovernance.co.uk).

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