



IT Service Management Education Services

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Why ITIL?

ITIL prepares your organization to efficiently deliver **quality IT services** in a **cost-effective** manner that your business requires.

Successful organizations utilize ITIL framework to implement **effective IT strategies** that produce **positive** business **results**.

What is ITSM?

Information Technology Service Management is an approach utilizing documented **best practices**, which guides the management of people, processes and technology to provide **high quality** service.



Knowledge Acquisition

A successful ITSM program involves continuous improvements in people, processes and technology. The people component of a successful ITSM initiative should fully equip IT professionals and management with the relevant knowledge, skills and understanding necessary to enhance ITSM processes and leverage new technologies adopted.

Aition LTD has partnered with ThirdSky, an ITSM education company, to offer a comprehensive portfolio of educational programs to equip your staff with the necessary skills and knowledge to effectively utilize ITSM processes and technologies.

Education is critical to any successful ITSM program. Our goal is to enable IT professionals to acquire the knowledge and skills to:

- Design the ITSM Roadmap
- Manage the implementation process
- Manage the success of the ITSM program

Learn from an **un-biased educator**. Contact us today at: train@aeteon.com



On-site and Public Courses offered

- ITIL Awareness
- ITIL Executive Overview
- Building an effective Service Catalog
- Building an effective CMDB
- ITIL v.3 Foundation
- ITIL v.3 Foundation and Polestar Simulation
- ITIL v2 to v3 Foundation Bridge
- ITIL Release and Control Practitioner (IPRC)
- ITIL Support and Restore Practitioner (IPSR)
- ITIL SLM Practitioner (IPAD)
- ITIL Service Manager

E-Learning Course Offerings

- ITIL / ITSM Awareness
- ITIL Foundations
- ITIL for Help Desk Agents
- CobiT Foundations

ASSESS ► CONSULT ► IMPLEMENT ► EDUCATE