



IT Infrastructure Library (ITIL®)

OVERVIEW

ITIL is a framework of best practices for delivering IT services. ITIL describes procedures, tasks and checklists that are not organization-specific, used by an organization for establishing a minimum level of competency. It allows the organization to establish a baseline from which it can plan, implement, and measure. It is used to demonstrate compliance and to measure improvement.

COURSES

[Mentoring ITIL V3 Foundation \(ITV3F\)](#)

[TestPrep ITIL V3 Foundation \(ITV3F\)](#)

[ITIL® 2011 Edition Overview: Creating a Service Culture](#)

[ITIL® 2011 Edition Overview: Introduction to the ITIL® Framework](#)

[ITIL® 2011 Edition Overview: Certification and Benefits](#)

[ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle](#)

[ITIL® 2011 Edition Foundation: Service Strategy Fundamentals](#)

[ITIL® 2011 Edition Foundation: Service Strategy Processes](#)

[ITIL® 2011 Edition Foundation: Service Design Fundamentals](#)

[ITIL® 2011 Edition Foundation: Service Design Processes](#)

[ITIL® 2011 Edition Foundation: Service Transition Processes and Policies](#)

[ITIL® 2011 Edition Foundation: Introduction to Service Operation](#)

[ITIL® 2011 Edition Foundation: Service Operation Processes](#)

[ITIL® 2011 Edition Foundation: Continual Service Improvement](#)

Cost: US\$ 520.69

For further information contact:

Caribbean Polytechnic Institute

22B Old Hope Road; Kingston 5

Tel/Fax: 876-665-3916; Fax: 906-7423; Mobile: 876-366-5375

Email: info@captech.edu.jm