

# IT Service Management and ITIL® Certifications

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.

ITIL is the most widely accepted approach to IT service management in the world. ITIL provides a cohesive set of best practice, drawn from the public and private sectors internationally.

## ITIL Qualification Scheme Structure

