

ITSM ACADEMY FACT SHEET

◆ OVERVIEW:

ITSM Academy, Inc., founded in 2003, is a full service provider of IT Service Management (ITSM) education and advice. We've built our model so that our training is interesting, interactive and sustainable. *...educate and inspire* is not just our corporate slogan, it speaks to our core mission and goal.

Our business values are founded in trust, loyalty, professionalism and long term relationships. Our single focus is on training and advice; we do not resell consulting, software or any third-party tools.

◆ EXECUTIVE MANAGEMENT:

Jayne Groll , President | Lisa Schwartz, Chief Operating Officer

◆ ITSM ACADEMY ADVANTAGES:

- ✓ Multiple delivery options include; public, corporate/on-site, virtual classrooms and courseware licensing
- ✓ Complete ITSM training catalog, including the entire IT Infrastructure Library™ (ITIL®) certification curriculum, developed by our in-house experts
- ✓ Licensed as a post-secondary school, issuing occupational IT Service Management Professional (ITSMP)® diplomas for Change, Support and Service Level Managers
- ✓ First US company accredited by the APM Group (APMG), the official ITIL accreditor
- ✓ First organization to develop and deliver Certified Process Design Engineer (CPDE)®, recognized by APGM as complementary to the ITIL scheme; earns 1.5 credits toward ITIL Expert™
- ✓ Industry representative for the International ITIL Examination Panel
- ✓ Founding Member of the Accredited Training Council Trade Association (ATCTA)
- ✓ Project Management Institute (PMI) Registered Education Provider, courses earn PDUs
- ✓ Woman-owned small business, US General Services Administration (GSA) number GS-02F-0087T

◆ PRODUCTS AND SERVICES:

EDUCATION - Fully accredited ITSM education, delivered in our classrooms – or yours

Our robust catalog includes **all** levels of ITIL, Process Design (CPDE), ISO/IEC 20000 and MOF Certification courses, as well as other complimentary ITSM Workshops and Simulations, including; *From Help Desk to Service Desk using ITIL Best Practices*, *Apollo 13 - an ITSM Case Experience™* and *Visible Ops: The Class*.

COURSEWARE LICENSING

All ITSM Academy Courseware is available for licensing under our flexible Licensing & Train-the-Trainer Programs. We provide partners a turn-key solution, with full back office support.

PUBLICATIONS

ITSM Bookstore (www.itsmbookstore.com), a division of ITSM Academy, offers a wide range of ITIL and ITSM books, including the ITIL Lifecycle Suite, *The ITSM Process Design Guide*, and a variety of pocket guides.

◆ INSTRUCTORS:

All instructors hold multiple certifications, including ITIL Expert. They have years of hands-on IT practitioner experience, enabling them to effectively intertwine theory with real life stories and scenarios. This training style encourages active group participation, allowing all learners to bring from class a wealth of practical knowledge.

◆ ACCREDITATIONS:

ITSM Academy's content is accredited by the independent Exam Institutes; Loyalist Certification Services (LCS) and Examination Institute for Information Science (EXIN). In 2009, we were licensed by the Commission for Independent Education, Florida Department of Education and became the first organization to offer **IT Service Management Professional (ITSMP)® Diplomas**. Occupational paths are: Change Manager, Support Manager and Service Level Manager.

