



## Contact details

i-CoVE direct

**01473 343626**

F : 01473 343696

E : [i-cove@suffolk.ac.uk](mailto:i-cove@suffolk.ac.uk)

Suffolk New College,  
Ipswich IP4 1LT

ITIL® is a registered Trade Mark, and a registered community Trade Mark of the Office of Government Commerce, and is registered in the U.S. Patent and Trademark Office.

In association with FGI.



[www.suffolk.ac.uk/i-cove](http://www.suffolk.ac.uk/i-cove)



**ITIL**®  
Service management



*“ITIL is a framework of best practice and is the most widely accepted approach in the world”*

# Increased effectiveness

## The IT Infrastructure Library® (ITIL)

If you want to control your IT management costs and maintain or improve the quality of service then ITIL is essential for you. ITIL is a framework of best practice and is the most widely accepted approach in the world.

The three key objectives of Service Management are:

- To align IT services with the current/future needs of the business and its customers
- To improve the quality of the IT services delivered
- To reduce the long-term cost of service provision

## The ITIL Qualifications scheme

Drawn from the public and private sectors internationally it is supported by a comprehensive qualification scheme, accredited training and implementation/assessment tools. We work closely with an ITIL Accredited Training Organisation, FGI with the delivery of accredited courses.

Service Management processes at the heart of ITIL are considered as two core areas:

### SERVICE SUPPORT

Service Desk  
Incident Management  
Financial Management  
Configuration Management  
Change Management  
Release Management

### SERVICE DELIVERY

Service Level Management  
Problem Management  
Capacity Management  
IT Service Continuity Management  
Availability Management

For more information visit  
[www.suffolk.ac.uk/i-cove](http://www.suffolk.ac.uk/i-cove)  
Email [i-cove@suffolk.ac.uk](mailto:i-cove@suffolk.ac.uk)  
or call Melvin Millard on  
01473 343626

Three levels of award currently exist:

## Foundation (3 Days)

This provides a foundation level of knowledge in IT Service Management. Aimed at all personnel who wish to become familiar with the best practices for IT Service Management, as defined in the IT Infrastructure Library (ITIL) guidelines.

## Practitioner (3 Days)

This level is aimed at those who are responsible within their organisation for designing specific processes within the IT Service Management discipline, and performing the activities that belong to those processes. The Practitioner award is available in the following disciplines:

- Incident Management
- Problem Management
- Configuration Management
- Availability Management
- Capacity Management
- Change Management
- Service level Management
- Security Management
- Financial Management

The Foundation certificate is a pre-requisite for the Practitioner award.

## Manager's Award (11 Days)

We also offer the Manager's Award (11 Days) and a variety of non-examined courses. Non-examined course include a briefing day and using ITIL in a PRINCE2 Project environment.

## Consultancy services

We have ITIL consultants on-hand to help you embed ITIL best practice in your organisation, to look at your service management with fresh eyes and help you improve service. We can also design and deliver bespoke courses.

## Safer Surfing

I-CoVE promotes Safer Surfing: encouraging young people to have fun and stay safe on the internet.



*“If you want to control your IT management costs and maintain or improve the quality of service then ITIL is essential for you”*