

# ITIL<sup>®</sup>

Information Technology  
Infrastructure Library



## Building Blocks

[www.BuildingBlocksTraining.ca/ITIL](http://www.BuildingBlocksTraining.ca/ITIL)



## How can ITIL® benefit you?

In today's ever changing business world, the direction of business and IT infrastructure have been intergrated together. ITIL is beneficial in providing consistency and predicability in business and IT processes and will improve the efficiency and productivity of your company.

### Business Benefits

- Increased reliability of infrastructure support.
- Expectations of IT and business processes more clear.
- Defined responsibilities and authorities.
- More customer satisfaction.
- Increased information security and service continuity.
- Measurable services and processes increase potential for improvement.
- IT works with the business to better achieve its strategic objectives.

### Financial Benefits

- Better justification of costs.
- Better financial planning through known and manageable IT costs.
- Savings from improved resource management.
- Recognition of wasted costs.
- Financial decision making improved.
- Decrease in mistakes and rework reduces cost.

### Supplier Benefits

- Understanding of IT infrastructure capabilities.
- Supplier management and control improved.
- Consistency in supplier delivery.

### IT Staff Benefits

- Staff is more productive.
- Job expectations are more clear.
- Increased job satisfaction and motivation.
- Increased employee retention and loyalty.
- Clear view of business and IT direction.

### Overall Improvements

- Better standards and use of best practices.
- Future requirements are outlined.
- Proactive service delivery and support.
- Services are more flexible and adptable to change.
- More efficient response to business needs.
- Customer perception and brand image improved.
- Improved infrastructure and more reliable services.

Learn more about why Building Blocks is the right choice for all your ITIL® needs  
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# ITIL® Courses

## ITIL® v3 Foundation Certificate

### ITIL® v3 Intermediate Certificate:

Release, Control & Validation (RCV)

Operational Support & Analysis (OSA)

Service Strategy (SS)

Service Offerings & Agreements (SOA)

Service Operation (SO)

Service Design (SD)

Continual Service Improvement (CSI)

Planning, Protection & Optimization (PPO)

Service Transition (ST)

## ITIL® v3 Manager Bridge Certificate

## ITIL® v3 Managing Across the Lifecycle (MALC)

Please visit [www.BuildingBlocksTraining.ca/ITIL](http://www.BuildingBlocksTraining.ca/ITIL) for a full description of each course offered.



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## What participants are saying

*The instructor blew my expectations for the course away. I felt confident in scheduling my exam prior to the end of the course.*

*I was concerned I was not going to recall all the information received – however I seemed to know the answers on the practice exams, and I understand the “foundation” – so all was GOOD!! Thanks!*

*Excellent class. I would not hesitate to recommend it to anyone interested in obtaining ITSM training.*

*Instructor was excellent and very knowledgeable on the topic and was able to provide numerous experiences and examples to help me understand the subject being discussed.*

*Great class! The instructor brought practical, real-world examples, and utilizes outstanding adult education skills & methods (excellent PowerPoint, great instructor enthusiasm, excellent illustrations, excellent engagement by instructor).*

*My initial view of the material was different than what was presented. By inserting personal experience, the instructor made the material relevant and interesting. Thank you for explaining the material and changing my view of the ITIL® framework.*

## Why training with Building Blocks?

We take a coordinated approach to developing our curriculum to ensure consistency and continuity between course modules and diverse courses.

- We have training professionals who are also subject matter experts with up-to-date experience.
- Our course of study applies the principles of Adult Education in the design and delivery of all courses.
- We offer post-training coaching and performance support.
- We offer customized learning programs.
- Quality control is assured through an ongoing, in-house professional development program for trainers.
- We stand behind our mission and values.

Building Blocks Technologies, Inc. was founded in 2003 with the mandate to provide training and consulting services to all levels of government and the business community. These services are offered across Canada and on-demand worldwide.

Through listening closely to the evolving needs of its clients, Building Blocks continues to expand and diversify its training offering to remain well aligned to market demand. This proactive adaptation is achieved through a collaborative approach between Subject Matter Experts (SME) and seasoned Training Consultants.

A natural fit for Building Blocks is to make available its SMEs to assist clients with content development and their internal training needs. In addition, Building Blocks offers consultancy services in a number of disciplines, including Management Services, Telecommunications, Security and Government Infrastructure and Policy Development.



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