Transforming Service Delivery in the Digital Economy with ITIL®

In today's technology-driven business context, effective delivery of IT services is key to organizational success. The demand for service quality, cost efficiency, and production agility has led organizations to base their IT services on proven frameworks and best practices. The ITIL framework is a powerful catalyst for service improvement, and many organizations seeking service level improvement turn to it, and its underpinning philosophy of IT management, to improve service quality.

ITIL AND BUSINESS TRANSFORMATION

Service improvement projects are often major transformative initiatives for organizations. With Skillsoft's ITIL training content, service delivery models can be process-optimized, and organizations can be assured that they are aligning delivery to meet the needs of the business. The organization can set the tone for change by offering continuous learning resources that guide employees in developing their hard and soft skills - with the right competencies and formats. The opportunities can be explained across three dimensions.

The ITIL professional - responsible for driving the adoption or expansion of ITIL projects and practices, requires immersive hard skills training and often test preparation support for certification.

Related service delivery roles – individuals who require a basic knowledge of guidelines to effectively add value to service delivery projects. Best practices are key, along with an understanding of the impact that digital technologies have on the delivery of IT services.

All team members - regardless of the specific ITIL role an individual plays, each professional must also master soft skills required for effective communication, collaboration and change management.
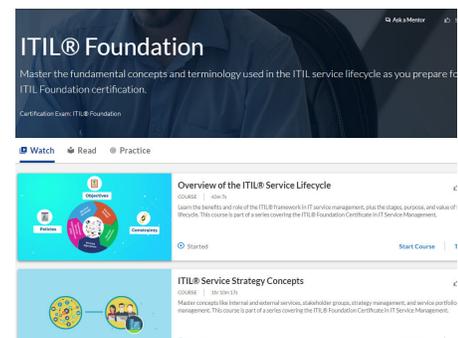
Skillsoft offers a unique training solution that can meet the needs of all ITIL professionals and stakeholders regardless of their role or level in the organization.

As an approved training organization for ITIL, Skillsoft offers courses that are directly aligned with AXELOS's ITIL syllabus and fully aligned with the certification exam objectives.

Leveraging ITIL training and certification support offers learners flexible options for building hard skills for immersive, guided learning or moment of need support, including microlearning courses, course-level assessments, and full text and audio books. And Skillsoft's solutions offer the organization significant cost savings over traditional classroom-based training. All learning resources are available through Skillsoft's intelligent learning platform, Percipio.

"DevOps practices are driving cultural and organizational change, and being broadly adopted. In those same organizations, IT Operations teams often use ITIL-based processes. We are seeing IT leadership teams taking a pragmatic approach to using both methods, and adjusting ITIL processes where it has the most impact on DevOps outcomes."

Stephen Elliot, Program Vice President, IDC Cloud Operations team

ITIL® Foundation

Master the fundamental concepts and terminology used in the ITIL service lifecycle as you prepare for ITIL Foundation certification.

Certification Exam: ITIL® Foundation

▶ Watch   Read   Practice

Overview of the ITIL® Service Lifecycle
COURSE | 42m 7s
Learn the benefits and role of the ITIL® framework in IT service management, plus the stages, purpose, and value of lifecycle. This course is part of a series covering the ITIL® Foundation Certificate in IT Service Management.
Started   Start Course

ITIL® Service Strategy Concepts
COURSE | 1hr 10m 17s
Master concepts like internal and external services, stakeholder groups, strategy management, and service portfolio management. This course is part of a series covering the ITIL® Foundation Certificate in IT Service Management.

ITIL® Foundation

Master the fundamental concepts and terminology used in the ITIL service lifecycle as you prepare for the ITIL Foundation certification.

Certification Exam: ITIL® Foundation

Watch   Read   Practice

TESTPREP

TestPrep: ITIL Foundation
TESTPREP | 1hr
Practice for the ITIL exam. Assess your readiness by using Exam Mode or further prepare using Learn Mode which provides immediate feedback and explanations.

Not Started   Take TestPrep

BOOK
ITIL® Foundation Essentials: The Exam Facts You Need
47m 0s   Level: Everyone   by Claire Agutter   From Channel: ITIL® ITIL® Foundation

BOOK
ITIL® and Organizational Change
1h 35m 0s   Level: Everyone   by Pamela Erskine   From Channel: ITIL®

Excellence in service delivery requires a focus on existing and emerging digital technologies, such as the Internet of Things and Artificial Intelligence, as well as new agile processes such as rapid experimentation, customer-centric design approaches, including customer journey mapping.

With Skillsoft's Digital Transformation collection, organizations have access to a full portfolio of video-based courses that help organizations ready their workforces to tackle the challenges of digital business head on.

Success for the organization means that employees at all levels need to have the right mind-sets to not only embrace change and innovation, but also to participate and contribute as stakeholders in the transformation. Skillsoft supports this need by offering hundreds of hours of general business skills training to global organizations cost effectively and at scale.

By leveraging Skillsoft's full suite of training solutions, organizations can create service delivery models that are process-optimized and well positioned to meet the evolving needs of the business in today's technology-driven business landscape.

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*Bersin and Associates Predictions for 2017