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# IT Infrastructure Library™ (ITIL®) Training

## Ten Reasons to Choose Global Knowledge

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### 1. Proven Results...

Our students' pass rate on the ITIL version 2 and version 3 Foundation certification exams beats the industry standard.

### 2. ...Guaranteed

We offer a money-back guarantee to anyone taking our ITIL v2 or v3 Foundation Exam Prep Boot Camps. You'll pass, or we'll give you your money back. Full details are online at [www.globalknowledge.com/itilguarantee](http://www.globalknowledge.com/itilguarantee).

### 3. Quality Instructors

Our instructors undergo a rigorous training program – including multiple screening interviews, a course audit and co-teaching sessions with an experienced instructor – before they are given teaching assignments. And once they're in the classroom the evaluations continue: instructors must reach a 4.6 (out of 5) individual score after each training session.

### 4. Quality Material

We review the quality of our coursework on a weekly basis and make modifications as needed. If we have a course receive an overall student rating of less than 4.4 (out of 5) we make adjustments. That includes looking at courseware, our learning environment, the registration process, etc.

### 5. Convenient Delivery Options

Our ITIL v2 and v3 Foundation Exam Prep Boot Camps are offered in a variety of formats, letting you choose the one that works for your team. Whether you need face-to-face classroom training, virtual classroom training, self-paced training, or a blended program combining aspects of all three, we have programs to suit.

### 6. ITIL in Action

Our ITIL in Action series teaches you how to take ITIL theories and best practices and apply them within your organization or IT department. These courses will help you implement ITIL, build a service catalog, manage your service desk and more!

### 7. Consistent Training Experience

Our international footprint ensures that our ITIL training is delivered consistently around the world. From Paris, Texas to Paris, France; London, Ontario to London, England your staff will receive the same Global Knowledge experience.

### 8. Scalable Program Roll-Out

Since we have access to the largest international pool of instructors, we can scale for your training program's delivery in a way that no other company can match.

### 9. Real-World Expertise

Our instructors are actual ITIL practitioners and consultants. We do not simply take "edutrainers" and teach them the ITIL language and give them a few stories. Instead we find ITIL experts and bring them – and their years of experience – into the classroom.

### 10. Custom Offerings

Through our partnerships with many of the other ITIL training companies, we can offer you unique and customized courses that are more challenging for smaller IT companies to provide.