



Education and Training

Objective.
Concise.
Actionable.

Overview

SED-IT's has an established history as a leader in IT Service Management education. We began as an educationally-focused company and naturally expanded into the consulting areas. The SED-IT education program sets the standard for IT Service Management training and education. Each course is developed to present material in the best fashion for learning and retention. Skills are learned in the intermediate and advanced courses for immediate application. Time-honored teaching methodologies integrated with contemporary best practices ensure each delivery achieves optimal comprehension and understanding.

Confused as to what courses offer the best benefits for your organization? Need help developing a training plan that maximizes your training dollar? We have the necessary experience and understanding to recommend a valid program to complement and enhance your Service Management initiative.

Available Courses

The following courses are fully accredited and available for immediate delivery:

- v2 Foundation
- v2 Service Manager
- ISO/IEC 20000 Consultant
- v2-v3 Foundation Bridge
- v2-v3 Manager Bridge
- v3 Foundation
- v3 Intermediate Capability - Operational Support & Analysis (OSA)
- v3 Intermediate Capability - Release, Control & Validation (RCV)
- v3 Intermediate Lifecycle - Service Operation (SO)

Under development with expected availability by Q3 2009:

- v3 Intermediate Capability - Service Offerings & Agreements (SOA)
- v3 Intermediate Capability - Planning, Protection & Optimization (PPO)

Other non-certification courses include:

- Overview and Awareness courses for IT Staff, Managers, Executives and the Business
Topics include organizational-specific application of IT Service Management, process-specific education

Why SED-IT?

SED-IT only uses fully accredited educators and highly qualified consultants with years of practical industry and measurable Service Management experience. All staff has achieved the v2 Service Manager and v3 ITIL® Expert certifications as well as a myriad of other certifications including ISO/IEC 20000, COBIT and Project Management credentials.

**We fully recognize that certifications do not equate to excellence.
We all have extensive experience in the areas we consult. Period.**

Next Steps

To define an educational plan for on-going improvement efforts, call us today. We will provide.

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