

# itSM Solutions LLC Corporate Fact Sheet

## Company

itSM Solutions® is a U.S. based accredited (ISEB and CSME) courseware and training provider (ACP/ATP) specializing in the development of classroom and online ITSM training solutions for IT and business professionals. itSM Solutions® is also the founding member of the [ITSM Practitioner Alliance](#), the industry's first online value network of IT practitioners willing to share their practical experiences with individuals and organizations looking to create actionable ITSM plans when using ITIL® and other best practice frameworks, methods and standards. itSM Solutions® is recognized by [PMI®](#) as a Global R.E.P. with many of our courses accruing Professional Development Units (PDUs).

## Product Overview

Utilizing a common courseware curriculum that supports Self-Paced, Instructor Led and Blended Learning training formats, the itSM Solutions® training portfolio provides individual and enterprise students the most flexible set of ITSM training options on the market today.

## itSM Self-Paced, Online Training Solutions

itSM Solutions® LLC is the industry's first Accredited Training Organization (ATO) to deliver the complete ITIL V3 Certification Series using an online, self-paced, streaming video delivery format. This unique self-study format delivers the value of the classroom experience without the hassles (scheduling etc.) and expense (instructor, travel etc.) of the classroom venue. Accredited by [CSME](#), this next-generation online training solution delivers the knowledge to prepare for the exam, and through its online support group, [My ITSM Mentoring Community™](#), the practical guidance on how to apply that knowledge in a real-world testing and implementation environment.

- **Online Pre-Recorded Video Lectures** - Enables students to control their own training schedule and to select the venue (home, office or training center) that works best for them. [Click to demo of our online courses.](#)
- **Online Student Courseware** - Enables students to review the courseware online and/or print out one local copy that they can add to their ITSM professional development library. [Click to demo of our online courseware.](#)
- **Online Exam Services** - Our flexible proctoring solutions enable students to take exams direct from their PC using a web cam or through the use of an accredited personal proctor. [Click for Test Taker Preparation Manual.](#)
- **Online Mentoring Services** - Through our online support group, [My ITSM Mentoring Community™](#), students can connect with ITIL Expert Mentors (and other students) to receive the assistance they may need when preparing for the exam and the ongoing practical guidance they will need when applying ITSM best practices in their real world environment.
- **Multiple Subscription Options** - Enables students to pick the package and subscription that works best for them. [Click to review individual, value bundle and enterprise subscription options.](#)

- **PDU Credits** - Enables students to receive PDU credits that can be applied to maintaining their PMI/PMP status. [Click to obtain your PDU credits.](#)

itSM Solutions also provides online self-paced training solutions for Project Management and Kepner-Tregoe training as well. These solutions can be purchased as an online only solution or combined with a hard copy of the student manual where available.

### **itSM Classroom Training Solutions**

All classroom venues include accredited [student courseware](#) delivered by a certified [itSM Solutions® Instructor](#) in a public, onsite or virtual (webinar) classroom environment.

### **itSM Consulting as a Service Training Workshops**

This next-generation blended learning training program combines the itSM Solutions accredited training portfolio with the "how to" mentoring and templates created by several of the leading consultants/mentors (Randy Steinberg, Jim Flores, Carlos Casanova, Kepner Tregoe etc.) in the industry today. The Consulting as a Service (CaaS) program enables enterprise clients to receive their certification training at the same time they are learning how to apply these newly learned concepts in the context of the practice area under review. The CaaS training portfolio provides IT organizations a way to save time and money while reducing their time to ITSM success.

### **Market Information**

itSM Solutions continues to capture a significant share of the expanding ITSM training market because of its strong management team, industry vision (ITSM Classroom and Online Self-Paced Training), proven track record and marquee client list. Additionally, its breadth and depth of service offerings and access to the industry's leading experts in IT Service Lifecycle Management make it unmatched in the ITSM marketplace.

- To date we have established relationships with or delivered programs for:
- Five of the top seven training companies in the open-enrollment and on-site IT certification market including New Horizons, Executrain, United Training, Protech and Boston University
- Several of the top ITSM consulting, integration and outsourcing companies in the world including: EDS, Keane Consulting, BT-INS, KPMG, Siemens, Accenture, ACS and EMA
- Several of the top Federal ITSM consulting, integration and outsourcing companies including Lockheed Martin, Northrop Grumman, SAIC, SRA and Booz Allen.
- Several of the top software companies in the ITSM space including CA, Front Range, Avocent, Symantec, IBM,
- Several of the top enterprises in the world including Cisco Systems, IRS, Boeing, Amgen, Pfizer, Bristol Myers, INTEL, Progressive Insurance, McDonalds, Sports Authority, Tarrant County, KOCH Industries, DISA and the Army.

### **Headquarters**

Lexington, North Carolina, U.S.A.

## **Number of Employees**

Three principal partners plus our cadre of world class Mentors, consultants and training partners all of whom share our vision for the successful adoption of IT Service Lifecycle Management programs.

## **Web Site**

[www.itsmsolutions.com](http://www.itsmsolutions.com)

## **Worldwide Offices**

Primary office is in Lexington, North Carolina with satellite offices throughout the U.S.A. and other locations across the world

## **Product Availability**

itSM Solutions products and services are available direct and through its worldwide network of partners. For more information call 401-710-7386 or visit [www.itsmsolutions.com](http://www.itsmsolutions.com).

## **Published Articles**

itSM Solutions DITY Weekly Newsletter, MIT/Sloan, Network World, ITSM Watch, ITSMF Newsletter,

## **Training Catalogue**

itSM Solutions offers its partners and clients the following training solutions and services

***ITSM Orientation Training Programs*** covering the basic concepts of IT Service Management as described within the IT Infrastructure Library (ITIL®) and other best practice frameworks, methods and standards.

- ITSM Executive Overview
- Polestar™ - ITSM Simulation Workshop

## ***ITIL V3 Certification Training Programs***

- ITSM V3 Foundation Certification Bridge
- ITSM V3 Foundation Certification
- ITSM V3 Service Lifecycle Certification - Strategy
- ITSM V3 Service Lifecycle Certification – Design
- ITSM V3 Service Lifecycle Certification – Transition
- ITSM V3 Service Lifecycle Certification – Operation
- ITSM V3 Service Lifecycle Certification – Continual Service Improvement
- ITSM V3 Service Capability Certification – Planning, Protection & Optimization (PPO)
- ITSM V3 Service Capability Certification – Service offerings & Agreements (SOA)
- ITSM V3 Service Capability Certification – Release, Control & Validation (RCV)
- ITSM V3 Service Capability Certification – Operational Support & Analysis (OSA)
- ITSM V3 Managing Across the Lifecycle Certification
- ITSM V3 Service Manager Bridge Certification

### ***Project Management Training & Certification Programs***

- PMP Exam Preparation
- CBAP Exam Preparation
- PMP & CBAP Exam Prep Value Bundle
- Introduction to Project Management (PM 101)
- Scope & Requirements Development
- Cost & Schedule Management
- Risk Management
- Quality Management
- General Training Value Bundle

### ***Kepner Tregoe Training Programs***

- Situation Appraisal
- Problem Analysis
- Decision Analysis
- Potential Problem/Opportunity Analysis
- Solving & Decision Making Value Bundle

### ***ITSM Consulting as a Service (CaaS) Workshops***

- Developing the IT Service Strategy
- Building the IT Service Portfolio
- Creating an ITSM Roadmap
- Developing the ITSM Supporting Tool Strategy
- Developing & Implementing ITSM Processes
- Implementing ITSM Metrics
- Organizing for IT Services
- Building a CMDB/CMS
- KT Problem Solving & Decision Making
- KT Rational Process Mastery
- KT Analytical Trouble Shooting
- KT Conducting and Documenting Investigations

### ***ITSM Services***

- **Instructor Services** where itSM Solutions provides certified instructors to deliver client or reseller training programs.
- **Program Management Services** where itSM Solutions will monitor, manage and report on the student's progress throughout their entire training program.
- **Exam Services** where itSM Solutions will work with the examination institute to set up and coordinate an individual or classroom exam.

- **ITSM Bookstore Services** where itSM Solutions students can purchase the ITIL Library in an online or hard copy format along with any other independently authored books associated with ITSM and ITIL.