



Assess



Architect



Establish



Educate



Manage

Educate

Paradigm Educate

Increasingly, organisations are realising the benefits of leading industry best practice methods such as ITIL®.

As a result, many companies are now keen to ensure that their staff members undertake training in IT Service Management-related courses.

The training required very much depends on the role of the employee in question and the intent of the organisation. In some cases, the company may simply want its staff to have a basic awareness of best practice methods and frameworks. In others, the company may wish to incorporate training into a complete IT Service Management review.

What does it achieve?

Paradigm's training courses are tailored to your business and can be carried out off-site but also on-site to ensure maximum attendance and minimum disruption.

The training courses on offer are based on the relevant best practice frameworks and associated international standards, therefore the Company uses only qualified professionals to carry out the courses. All courses offer approved preparation for the relevant industry exams.

Paradigm Educate also provides awareness campaigns that help organisations to keep their employees fully informed of any projects and their progress, as well as helping to motivate staff members and achieve full support towards a Continuous Service Improvement Programme.

Key Benefits and Features

- Ensures that employees have the understanding required for the overall success of the project and to perform their job successfully.
- Flexible offering that can be used as a stand-alone service or as part of an overall Service Management Programme.
- Training solutions that provide everything an organisation may need; can even incorporate awareness campaigns to inform staff members of any projects and ensure maximum co-operation.
- Courses are based on the leading best practice frameworks.
- Only qualified professionals are used to carry out training.
- Tailored, on-site courses help to ensure maximum attendance and minimum disruption.

Courses Available

Listed below are some of the training courses available through Paradigm. Other training is available on request.

IT Service Management Awareness

This 1-day course is designed for all members of staff and aims to provide a basic understanding of IT Service Management and the ITIL® best practice framework. It discusses the importance of Service Management and the benefits of applying it effectively throughout an organisation.

IT Service Management Foundation

This 3-day course is aimed at IT professionals responsible for IT Service Delivery and Service Support. It is designed for all those who wish to familiarise themselves with IT Service Management, as laid out in ITIL®. It provides a recognised entry-level professional qualification in the field of IT Service Management and is also a pre-requisite for more advanced Service Management courses.

IT Service Management Certificate for Managers

This intensive training course involves two 5-day courses. It is designed for Service Management professionals with management responsibility for IT Service Delivery (ISD) and IT Service Support (ISS).

IT Service Management Certificate for Managers – Revision Day

This 1-day revision course is designed to prepare delegates for their examination.

IT Service Management Practitioner

These 3-day courses are aimed at IT and Operational staff who want to focus on a particular area of IT Service Management and be able to take the ISEB Practitioners' Certificate exam. Building on the Foundation level training, these courses discuss the typical issues faced when working in their chosen specialist area. Practitioner courses are available for: Problem Management; Change Management; Configuration Management; Service Desk/Incident Management and Service Level Management.

Business Performance Management Scorecards

This course is designed to enable delegates to understand common business performance problems and how the scorecard can help to resolve them.

Six Sigma Green Belt Workshop

This course enables delegates to learn how to use the Six Sigma tools to improve the overall productivity and profitability of their organisation. The workshop is highly beneficial for any employees that have been selected to work on Six Sigma projects.

ISO20000 (BSI5000)

Two courses are available for ISO20000. The first is designed for those wishing to examine the key differences between BSI5000 and ISO20000 in order to find out how this will affect their organisation. Also available is a 3-day course for consultants who need to understand the requirements of the Standard and be able to demonstrate the necessary competence to perform consultancy in this area. The course includes a detailed examination of Part 1 and 2 of the Standard, discussions, exercises and exam practice. Copies of the Standard and Pocket Guide are included.