

Welcome to ITSM Expert Team Certifications

Presented by;

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CERTIFICATION SERVICES

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Webinar Overview

- ✓ “The Expert Team certification” story
- ✓ Certification requirements
- ✓ Next steps

How did This Idea Become a Certification?

- ✔ Approached by an ATO with the concept; based upon market interest and need
- ✔ Introduced to LCS ATOs and now to all of you.

Q What is an ITSM Expert Team Certification?

- Both certifications are designed to recognize an expert team in ITSM Capability or Lifecycle streams.
- Each member of the team possesses a foundation credit and a minimum of one the corresponding intermediate credits (aligned to the same stream).



Q What is the definition of a team?

- A team may consist of a minimum of two members and no maximum number belonging to the same organization.
- For example, a team may be 30 people or 2 people.
- *“When a team outgrows individual performance and learns team confidence , excellence becomes a reality.”
Mia Hamm (Professional soccer player)*

Q. What classifies as an organization?

An organization is defined as having evidence of one the following:

- ❑ Two or more persons re-numerated under the same legal company name; or operating entity

Q. What is the difference between the 2 Team Certs?

- ✓ Lifecycle; more corporate/strategic.
- ✓ Capability; more operational.

Q. What are the benefits?

Organizations can have the benefit of ITIL Expert knowledge without the risk.

Individuals can use the Expert Team as a case for training beyond Foundations

LCS' Role

- ❑ Provide all administrative services including validating individuals certifications; maintaining and updating information
- ❑ Issuing certificates to successful organizations
- ❑ Validating Expert Team status on LCS web site

ITSM Expert Team Application

PART 1	APPLICANT CONTACT INFORMATION		New Application <input type="checkbox"/>	
			Renewal Application <input type="checkbox"/>	
Company Name: Please enter COMPANY NAME AND ADDRESS as you wish it to appear on your Certificate and on the LCS web site.		Authorized Representative Name and E-mail Address : (This is the contact person responsible for the information provided in this application and for ensuring compliance with the requirements of ITSM Expert Certification)		
Street Address:		Secondary Contact and E-mail Address: (to be used if required)		
Mailing/Billing Address: (same as above or indicate below)		Accounts Payable Contact:		
		Name Telephone:		
			Fax:	
ITIL Training Delivered by:		Email Address:		
PART 2	Application for provision of:	Initial Annual Fee	Annual Renewal Fee	
<input type="checkbox"/>	ITSM Expert Lifecycle Team	\$360 US dollars/PRORATED	150\$ US	
<input type="checkbox"/>	ITSM Expert Capability Team	\$360 US dollars/PRORATED	150\$ US	

Next Steps

Contact Bwyze

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Questions and Answers

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