IT Service Management and Compliance

quanta
learning that matters

World-class Learning for High Quality Information Service Provision

Learn — Service Desk Analysts and Managers ▪ Technical Analysts and Managers ▪ IT Managers ▪ Heads of IT

Awareness

- ITIL® Awareness
- Service Desk Skills and Communication
- VERISM Essentials

General Understanding

- ITIL® Foundation (2)
- ITIL® Practitioner (3)
- SDI Service Analyst
- VERISM Foundation
- SIAM Foundation

Higher Understanding

- ITIL® Intermediate: Service Strategy (3)
- ITIL® Intermediate: Service Design (3)
- ITIL® Intermediate: Service Transition (3)
- ITIL® Intermediate: Service Operations (3)
- ITIL® Intermediate: Continual Service Improvement (3)
- VERISM Practitioner (Coming Soon)
- SIAM Practitioner
- Achieved 17 points → ITIL® Expert: Managing Across the Lifecycle

Team

Embed

- Nutshell Module Courses
- Coaching Teams and Individuals

Excel

- Business Games
- Remedial Plans
- Agile and DevOps
- Nutshell ITSM Courses
- Health Check
- Project Management Courses

Business Games

- Apollo 13
- Operation Aftermath

Compliance

- COBIT® 5 Foundation
- RESILIA Foundation and Practitioner

Nutshell

1. Build your own courses from a choice of short modules
2. Invite attendees to all or part of the course

ITSM Nutshell courses can include modules from our Project Management and Management Development portfolios