ITIL® (IT Infrastructure Library) is the most accepted framework for IT Service Management (ITSM) in the world. Over 1.5 million professionals have earned one or more ITIL® certificates at EXIN. The ITIL® exam program has played a major role in this. EXIN is the international authority in the field of ITIL® exams.

Set of best practices
ITIL® consists of a coherent set of best practices drawn from many public and business sectors. ITIL® is the appropriate framework for organizations that (regularly) deal with supplying, using or supporting IT services. ITIL® is based on the practice of IT Service Management and is expected to continue to be a guiding framework for a long time.

The practice of IT Service Management
Many organizations are heavily dependent on their IT. ITIL® provides the most detailed documentation for successfully setting up management processes within an IT organization. Proven practical solutions form the guidelines for this. ITIL® meets various international quality standards, including ISO/IEC 20000.

ITIL® Foundation in relation to other certificates
EXIN offers an extremely comprehensive exam program for ITIL®. Everyone starts with the ITIL® Foundation. This is the certificate for IT professionals and employees wishing to know more about IT Service Management. The Foundation is also the basis for one of the nine higher level training courses for which you can obtain ITIL® Intermediate certificates from EXIN. And for the Managing Across the Lifecycle training course which finally leads to the ITIL® certificate from EXIN. EXIN also offers a bridge exam to the EXIN IT Service Management qualification program based on ISO/IEC 20000.

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