



TRAINING & CERTIFICATION

SURESKILLS™

ITIL®4 Training Schedule January - June 2025

ACCREDITED
TRAINING ORGANISATION

by PeopleCert

Course Name	Days	Jan	Feb	Mar	Apr	May	Jun
SSI027 ITIL®4 Foundation	3	20	10	24	7	19	16
SSI029 ITIL®4 Strategist Direct, Plan and Improve (DPI)	3	27		24		19	
SSI044 ITIL®4 Specialist Create, Deliver and Support (CDS)	3		10		7		2
SSI045 ITIL®4 Specialist Drive Stakeholder Value (DSV)	3	13		10		7	
SSI046 ITIL®4 Specialist High-Velocity IT (HVI)	3	6	24		28	20	
SSI047 ITIL®4 Leader Digital and IT Strategy (DITS)	4	20				12	
SSI054 ITIL®4 Specialist Acquiring & Managing Cloud Services (AMCS)	3		3		23		
SSI059 ITIL®4 Specialist Sustainability In Digital & IT (SDIT)	4			3			23
SSI062 ITIL®4 Specialist IT Asset Management (ITAM)	3			24			16
SSI061 ITIL®4 Specialist Business Relationship Management (BRM)	3			10			9
SSI068 ITIL®4 Specialist Monitor, Support & Fulfil	3		24			28	
SSI063 ITIL®4 Practitioner Service Desk	1		13			15	
SSI064 ITIL®4 Practitioner Incident Management	1	16			10		
SSI065 ITIL®4 Practitioner Problem Management	1	30			22		
SSI066 ITIL®4 Practitioner Service Request Management	1		7				
SSI067 ITIL®4 Practitioner Monitoring & Event Management	1		20			22	

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For Course Dates on the individual courses outlined within this brochure please contact your Training Advisor at info@sureskills.com or call: Dublin 01 2402262 or Belfast 028 90935555 • Visit: sureskills.com/Home/Training-Certification
VAT will be charged where applicable

Got ITIL Foundation – why go to the next level?

Firstly, all ITIL Intermediate certifications are only available to take if you have already successfully completed the ITIL Foundation certification – this is an Axelos/PeopleCert requirement. A recent search of job offerings in IT reveals thousands of ads that mention or require ITIL, ITIL certifications are certainly important to employers when trying to get an idea of qualification levels and ITIL clearly remains important to organisations of all sizes.

ITIL Foundation remains the core level that provides good preparation and insight into the relevant ITIL structure concepts in IT Service Management. Whereas the Intermediate Levels deepen specific concepts across the different phases or processes of the IT Service Management cycle. Indeed, depending on your need, your role or position, some specific Intermediate levels can improve your professional skills and help you become more job competitive.

ITIL Intermediate provides a very significant knowledge check and milestone certification that can lead you to Expert level status. The modules within the ITIL Intermediate stage are divided into two groups: Service Lifecycle and Service Capability.

Interested in ITIL Intermediate Levels?

Trying to decide on your next step in the ITIL Intermediate certification path? How can you improve your IT service management skills? We hope our simple guide here will explain ITIL 4 certification paths and the options open to you.

Firstly, as mentioned earlier the ITIL Intermediate levels are divided into two groups: ITIL Managing Professional, which consists of four modules and ITIL Strategic leader, which consists of two modules. The ITIL Managing Professional group of modules are relevant for IT practitioners working within technology and digital teams across business. The Managing Professional (MP) group of modules provides practical and technical knowledge about how to run successful IT-enabled services, teams and workflows.

The ITIL Managing Professional group of modules are:

- ITIL 4 Specialist: Create, Deliver and Support.
- ITIL 4 Specialist: Drive Stakeholder Value.
- ITIL 4 Specialist: High-velocity IT.
- ITIL 4 Strategist: Direct, Plan and Improve.

On the other hand, the ITIL Strategic Leader modules recognize the value of ITIL, not just for IT operations, but for all digitally-enabled services. Becoming an ITIL SL demonstrates that the individual has a clear understanding of how IT influences and directs business strategy.

The ITIL Strategic Leader modules are:

- ITIL 4 Strategist: Direct, Plan and Improve (universal module)
- ITIL 4 Leader: Digital and IT Strategy

ITIL 4 provides a practical and flexible basis to support organisations on their journey to the new world of digital transformation. ITIL provides an end-to-end IT/digital operating model for the delivery and operation of tech-enabled products and services and enables IT teams to continue to play a crucial role in wider business strategy.

Why ITIL®4?

ITIL supports organisations and individuals to gain optimal value from IT and digital services.

Benefits for an organisation:

- Creates a strong and agile foundation
- Benchmark services, optimise budgets and ROI
- Track, measure and demonstrate the value driven by IT
- Mitigate the risk of IT failure, protecting your business and customers

Benefits for an individual:

- ITIL®4 is the catalyst for a leap forward for any IT professional
- Considered as the ultimate in IT best practice
- ITIL® professionals will improve existing service management processes
- Share a global language that connects them with IT professionals

Why SureSkills?

Over the past year we have trained delegates all over the world in ITIL®4 Foundation courses and onto Intermediate and extension modules, and the numbers speak for themselves.

Our trainers are real practitioners and their understanding of the real world of IT Service Management comes through in the context and practical nature of our programmes. SureSkills courses are focused on helping you get better and more consistent outcomes from each of your projects and ultimately your results.

- SureSkills' is in the top 10 largest of all ITIL®4 ATOs in the Ireland, UK and Nordics region.
- 66 courses delivered in last 12 months
- 186 books used
- 458 exams taken across 15 countries
- 94.44% pass rate first time
- 5,088 hours of screen time
- All resulting in 1000s of careers enhanced



SURESKILLS™

Be tomorrow ready.

Why SureSkills?

On Site - Training At Your Offices

We deliver training at your office, covering all of Ireland and the UK, with our highly skilled instructors.

Flexible

We work to your schedule and hold the training at your location. We can use standard training courses or customise content to suit the training and learning outcomes that you require.

Cost Effective

Take advantage of SureSkills' on-site training offering so that you can save on time travelled and 'out of office' expenses.

Better ROI

Increase your employee productivity, while minimising downtime. On-site training also allows employees to operate their actual own PCs and software, meaning that they can quickly use their new skills.

Find out more
about SureSkills
On Site - Training
At Your Offices:



Tailored & Flexible Learning

Helping organisations to develop the knowledge and skills they need to fulfil their collective capability.

Tailored Training addresses an organisation's specific business challenges and can be personalized based on the desired skills, schedules, and learning needs of employees.

Bespoke, Custom, Tailored to a perfect fit - that's what our Tailored Training means. We create programmes that suit your organisation's needs and ensure your training goals are met - meaning fully customised to your company and to each person that will attend our courses.

Find out more
about SureSkills
Tailored & Flexible
Learning:



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