



## Pink Elephant Education – Personal Development Paths

Ever considered taking a specific Pink Elephant course, but weren't sure whether it was appropriate for you? Check out our Personal Development Path chart. Simply match the position you hold within your organization to our list of courses and certifications.

JOB TITLES	Change Coordinator, Network Analyst, Support Analyst	Service Desk Manager, Help Desk Manager, Support Manager, Problem Manager, Operations Analyst	Configuration Manager, Change Manager, Release Manager	Account Manager, Service Level Manager, Service Manager/ Owner	Systems Analyst, IT Process Designer, Quality Manager, IT Planner	IT Service Manager, ITSM Consultant	IT Manager, CIO, IT Director
Foundation Certificate In IT Service Management	✓	✓	✓	✓	✓	✓	✓
Service Strategy						✓	✓
Service Design						✓	
Service Transition						✓	
Service Operation						✓	
Continual Service Improvement						✓	
Managing Across The Lifecycle						✓	
Operational Support & Analysis		✓					
Release, Control & Validation			✓				
Service Offerings & Agreements				✓			
Planning, Protection & Optimization					✓		
How To Create A CMDB According To ITIL Best Practices			✓				
How To Create A Service Catalog According To ITIL Best Practices				✓			
How To Define & Implement Processes According To ITIL Best Practices		✓	✓	✓	✓	✓	
How To Conduct An IT Service Management Process Assessment		✓	✓	✓	✓	✓	
IT Service Management Implementation Roadmap					✓	✓	
IT Service Management Strategic Roadmap						✓	✓
<b>Capability:</b>	ITIL Awareness	Service Support	Service Configuration & Transition	Service Ownership/ Management	Service Planning	ITIL Expert, Service Manager	IT Service Executive

