

Visit us on
Stand B1.

Classrooms in the Cloud...

Another first from the Thought Leaders in
IT Service Management.

Interactive Instructor Led Online courses launching at the itSMF exhibition.

Using state of the art Cloud Rooms Technology™, Pink Elephant has developed a range of ITIL courses that can be delivered to our clients using the instructor led online approach. This is NOT traditional CBT or self paced online learning, this is a fully interactive course putting the classroom in the cloud...

The only difference between our conventional courses and our Instructor-Led On-Line (ILO) courses is that with ILO you do not physically sit in a classroom. Instead you access your "classroom" online, and you can interact with your instructor and classmates with chat, audio and video as you move through the lessons. Everything else remains the same, including the same expert instructor, the same course materials, and the same Pink Elephant techniques and strategies.

**To get our special conference offer on ILO courses,
come and talk to us on Stand B1**

Why Instructor Led Online?

- Low cost
- Environmentally friendly
- Flexible learning
- Allows for minimum time away from desk
- No travel costs & Expenses
- Can be delivered as client specific event or part of our public schedule.

Pink Elephant - Translating Knowledge Into Results
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Training in the 21st century

Is there an alternative to classroom training for itil?

Extract of the Whitepaper written by Robert Humphries (CSC)

CSC is one of the world's largest and most respected providers of information technology services. For more than 50 years, CSC has provided technology-enabled solutions and services to solve their clients' toughest challenges. CSC has approximately 93,000 professionals serving clients in more than 90 countries. In EMEA there are approximately 21,400 professionals with around 7,500 of those based in the UK.

The delivery of managed IT services is a vital part of CSC's business. And as a leading provider of consulting and outsourcing solutions to blue chip clients in every major industry sector, CSC is committed to driving business effectiveness for customers through the delivery of IT services founded in IT Infrastructure Library (ITIL®) aligned processes and workflows.

Maintaining a highly qualified ITIL workforce is therefore critical to the day-to-day service management and service operations businesses of CSC, and training staff to achieve ITIL Foundation, Intermediate and Expert Level certification is a strategic priority for the company.

The Challenge

In the UK CSC has a widely distributed workforce. This makes classroom-based training events a logistical and financial challenge for CSC. And when it comes to removing key personnel from client services to undertake a 5-day ITIL Intermediate level certification course, the scheduling issues for staff can be immense.

With burgeoning travel and accommodation costs eating into valuable training budgets, it was time for a new approach as Robert Humphrey, EMEA Learning and Development Manager at CSC, explains.

The Solution

In close collaboration with the Learning and Development and Service Management resourcing teams at CSC, Pink Elephant evolved a format that would ensure delegates would benefit from an engaging and fully interactive online learning environment that provided ample opportunities for collaboration and debate – a key aspect of Pink Elephant's approach to ITIL advanced learning programmes.

"Pink Elephant worked with us to adapt the format exactly to our needs," explains Humphrey. "They have an excellent track record in ITIL education and collaborated closely with us to ensure the virtual learning programme for ITIL practitioners was refined to our specific needs – evolving, for example, the online learning community to supplement virtual classroom sessions."

Following the successful launch of the programme in the UK, CSC is now looking to roll out the ITIL Practitioner 'classroom in the cloud' initiative across Europe.

To obtain a full copy of the whitepaper and case study, or to arrange further conversations about how our flexible and innovative approach can assist with providing you the knowledge to generate results, please email Caroline Wyatt at c.wyatt@pinkelephant.com

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