

Certification Training

ITIL® 4

Online Live Annual Subscription



ITSM Assist Limited
<https://www.itsmassist.com>

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Contents

| | |
|---|----------|
| Introduction | 2 |
| What is the online live subscription service? | 3 |
| Purpose? | 3 |
| Why do we offer this? | 3 |
| What are the benefits?..... | 3 |
| The ITIL® 4 Certification Scheme | 4 |
| Pricing and Price Comparisons | 5 |
| Frequently Asked Questions (FAQs) | 6 |
| Enquiries | 7 |

Introduction

This document contains information and pricing details regarding our ITIL® Online Live **Annual Subscription** services designed for business organisations.

For peace of mind, ITSM Assist is a private limited company registered in England and Wales, and promote the official Axelos®/PeopleCert® accredited training organisation (ATO) status. Axelos are the owners of ITIL and PeopleCert are the official examination institute (EI) for Axelos.

What is the online live subscription service?

Designed for business organisations so that they can book students (employees) on our prescheduled (UK time zone) ITIL® online live certification courses as and when required, at the agreed reduced price per student. We offer 2 x annual subscription services, i) Online Live Foundation and, ii) Online Live Upper-Level.

Purpose?

The purpose is provide business organisations with an extremely affordable and flexible ITIL learning and development (L&D) platform. This is so that these organisations can put any number of students through the ITIL certification scheme during the subscription period as and when required, without the pressure of placing numbers of students on any one course in order to meet volume discounts.

Why do we offer this?

Because today's modern business world presents an environment that is volatile (constantly changing and unpredictable), uncertain (cannot be relied upon), complex (groups of related/interactive things), and ambiguous (more than one interpretation/unclear), business strategies must therefore, structure for agility. Equally, business strategies must cascade into IT service management (ITSM)-related strategies because today, ITSM is the fibre of every business activity!

To realise these strategies, agility combined with a service mindset must be adopted organisation-wide, not in parts. Meaning, in this case, people adopting ITIL practices, principles and methodologies in one's and two's (e.g., in a siloed approach) is not enough, everyone must collaborate and therefore, such ITSM-related practices, principles and methodologies must become part of the fibre of the business regardless of people's specialism(s). It is indeed people that makes things happen!

So, when we consider ITIL, we want **everyone** to be Foundation literate, and **many** to become ITIL Masters. Unfortunately, affordability limits this aspiration unless however, we can make this aspiration affordable!

What are the benefits?

1. Significant financial savings over a 12-month period.
Calculating the inclusion of the respective annual subscription fee, placing a total of 6 x students on our prescheduled online live ITIL courses over a 12-month period, benefits an immediate financial saving compared with our normal pricing model. However, the more students the more significant the financial saving becomes, thus reducing cost constraints (see section 'Pricing Comparisons').
2. Positively contributes to an organisation's service strategy.
It is a collaborative effort that achieves an organisation's strategy, and our ITIL online live annual subscription services are designed to promote such a collaborative effort.
3. Promotes a strong commitment to 'investment in people'.
From a learning and development perspective, employees will use knowledge to make them more agile, and in turn have a greater sense of purpose!

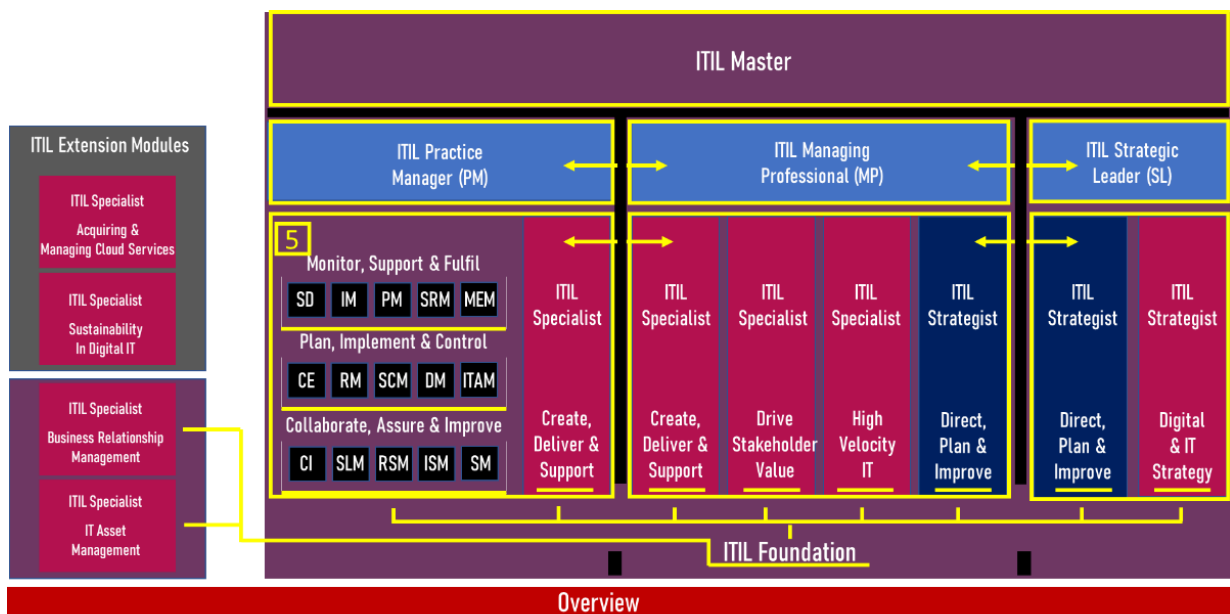
What are the benefits continued

4. The best of both worlds.

In the event where you can place 10 x students on the same course date then you have the option, if preferred, to make it exclusive, just for your company only (applicable to both online live foundation, and online live upper-level subscriptions). The pricing works the same, e.g., the agreed discounted subscription price per student however, if 10 x or more students attend the same course date, if preferred, we will make the course exclusive just for your employees or authorised representatives only.

This way you get the best of both worlds, the opportunity to make it exclusive whilst at the same time always benefiting the same discount per student, regardless of numbers of students, e.g., whether you make it exclusive with 10 x students attending, or 1 x student attending a prescheduled course - it's a win/win!

The ITIL® 4 Certification Scheme



To find out more visit: <https://www.itsmassist.com/itil-4-certification>

Pricing and Price Comparisons

Inclusive within the price per student, all students will benefit as standard:

- Online (live) trainer/instructor course delivery (UK time zone).
- The official Axelos®/PeopleCert® exam, valid for 12-months from the date of issue
- 1 x free exam resit (retake) valid for 6-months following the first exam.
- Access to the official Axelos eBook for the respective course module.
- Access to student courseware.

We offer 2 x ITIL Online Live Annual Subscription services:

1. ITIL Online (Live) **Foundation** Subscription
 - ✓ Fixed annual fee (option to renew annually): £1,250 (plus VAT)
 - ✓ Per student £375 (plus VAT) per student
2. ITIL Online (Live) **Upper-level** Subscription
 - ✓ Fixed annual fee (option to renew annually): £1,800 (plus VAT)
 - ✓ Per student £486 (plus VAT) per student

Price comparisons

| Number of Students Over 12-months | Foundation Subscription Total Cost | Foundation Normal Price Total Cost | Upper-Level Subscription Total Cost | Upper-Level Normal Price Total Cost |
|-----------------------------------|------------------------------------|------------------------------------|-------------------------------------|-------------------------------------|
| 1 | £1,625 | £ 625 | £ 2,286 | £ 810 |
| 2 | £2,000 | £ 1,250 | £ 2,772 | £ 1,620 |
| 3 | £2,375 | £ 1,875 | £ 3,258 | £ 2,430 |
| 4 | £2,750 | £ 2,500 | £ 3,744 | £ 3,240 |
| 5 | £3,125 | £ 3,125 | £ 4,230 | £ 4,050 |
| 6 | £3,500 | £ 3,750 | £ 4,716 | £ 4,860 |
| 7 | £3,875 | £ 4,375 | £ 5,202 | £ 5,670 |
| 8 | £4,250 | £ 5,000 | £ 5,688 | £ 6,480 |
| 9 | £4,625 | £ 5,625 | £ 6,174 | £ 7,290 |
| 10 | £5,000 | £ 6,250 | £ 6,660 | £ 8,100 |
| 11 | £5,375 | £ 6,875 | £ 7,146 | £ 8,910 |
| 12 | £5,750 | £ 7,500 | £ 7,632 | £ 9,720 |
| 13 | £6,125 | £ 8,125 | £ 8,118 | £10,530 |
| 14 | £6,500 | £ 8,750 | £ 8,604 | £11,340 |
| 15 | £6,875 | £ 9,375 | £ 9,090 | £12,150 |
| 16 | £7,250 | £10,000 | £ 9,576 | £12,960 |
| 17 | £7,625 | £10,625 | £10,062 | £13,770 |
| 18 | £8,000 | £11,250 | £10,548 | £14,580 |
| 19 | £8,375 | £11,875 | £11,034 | £15,390 |
| 20 | £8,750 | £12,500 | £11,520 | £16,200 |

Frequently Asked Questions (FAQs)

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| <p>How do we subscribe to one or both ITIL® Online Live Annual Subscription services?</p> | <p>Firstly, email admin@itsmassist.com requesting interest in subscribing to one or both, of the ITIL Annual Subscription services (e.g., Foundation and/or Upper-Level).</p> <p>We will then respond with a quotation, including the terms of service, and along with our company details should you wish to register us on your supplier system.</p> <p>If you elect to proceed, simply send us a purchase order (PO). We will then invoice the agreed annual subscription fee, with payment due on or before 30-days from the invoice date.</p> |
| <p>How do we make student course bookings?</p> | <p>Step 1: Enquire about specific courses and course dates by emailing admin@itsmassist.com (you can also check upcoming courses/dates at: https://www.itsmassist.com/public-uk-online-time-zone) We will respond providing the required information along with the agreed subscription charge per student.</p> <p>Step 2: If you want to proceed, send us a purchase order (PO) along with the student name(s), their respective email address, and elected course and course dates. We will then respond with confirmation and in turn issue students with their course joining details, respectively.</p> <p>Step 3: Following course delivery/completion, we will invoice at the agreed subscription charge per student, with payment due on or before 30-days from the invoice date.</p> |
| <p>Do students have to be employees of our organisation?</p> | <p>No, any approved representative of your organisation can be assigned to courses based on the agreed student subscription charges. This could even include your customers.</p> |
| <p>Will we be charged for students failing to attend any Online Live course?</p> | <p>No, only students attending at the point of course commencement will be charged. If already prepaid, the customer will be entitled to a full refund regarding the respective student charge(s) or the option to reschedule. If exam vouchers have already been issued these will be cancelled accordingly. Note: this is on the basis exam vouchers remain unused, if used, then charges will apply.</p> |

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| <p>What happens if a student starts an Online Live course but fails to complete the course?</p> | <p>Students joining any Online Live course but fails to complete the course will be charged accordingly. However, these students can attend any future prescheduled Online Live course free of charge. This is on the basis that they still hold a valid exam voucher.</p> |
| <p>What if a student fails the exam?</p> | <p>Firstly, unless otherwise stated, we include within our pricing a free exam resit for all students (known as Take2). In the event of exam failure, PeopleCert (the examination institute) will automatically issue another voucher code two working-days following the first exam attempt (valid for 6-months). In addition, if a student fails the exam at first attempt, they can attend another prescheduled Online Live course free of charge. This is on the basis that students hold a valid exam voucher (e.g., their resit voucher).</p> |

Enquiries

For further information either contact admin@itsmassist.com or Trevor Wilson (the course instructor) directly at: twilson@itsmassist.com

For information about billing contact accounts@itsmassist.com