The service – ITIL training

Sysop provide all training services around the ITIL framework as part of our core offerings. This includes all of the accredited courses:

- ITIL4 Foundation
- Create, Delver & Support
- Drive Stakeholder Value
- High Velocity IT
- Direct, Plan & Improve
- Digital & IT Strategy
- Managing Professional Transition

We also offer supporting courses such as:

- Service Desk Institute
  - SDI Analyst
  - SDI Manager

- VeriSM
  - Foundation
  - Plus

- SIAM Foundation

Sysop have been offering ITIL training since it's inception back in the early nineties and have a pragmatic approach that focused on organizational benefit.

All of the above ITIL courses are available as classroom (face-to-face) with public dates and on our client's premises, virtual (online) and e-learning.

Sysop Data Protection policy

Our data protection policy sets out our commitment to protecting personal data and how we implement that commitment with regards to the collection and use of personal data.

We are committed to:

- ensuring that we comply with the eight data protection principles

- meeting our legal obligations as laid down by the Data Protection Act 1998

- ensuring that data is collected and used fairly and lawfully

- processing personal data only in order to meet our operational needs or fulfil legal requirements

- taking steps to ensure that personal data is up to date and accurate

- establishing appropriate retention periods for personal data

- ensuring that data subjects' rights can be appropriately exercised

- providing adequate security measures to protect personal data

- ensuring that a nominated officer is responsible for data protection compliance and provides a point of contact for all data protection issues

- ensuring that all staff are made aware of good practice in data protection

- providing adequate training for all staff responsible for personal data

- ensuring that everyone handling personal data knows where to find further guidance

- ensuring that queries about data protection, internal and external to the organisation, is dealt with effectively and promptly

- regularly reviewing data protection procedures and guidelines within the organisation

Onboarding and offboarding support

Sysop's Administrative team will liaise with delegates and/or course organizers from the clients side to gather the student information needed to register them onto our courses and the associated exams. Once training has been completed then students data is retained on our systems to provide a reference point for future confirmation of qualifications.

Implementation plan

For all of our training assignments, we will work with the clients to ensure we optimise the training delivery. We will identify the best learning vehicle and training structure to best meet the client's overall objectives. During training delivery, we will monitor and report back on course feedback as well as submitting exam results from candidates. We will have an ongoing dialogue with our clients throughout any training programme.

Pricing overview, including volume discounts or data extraction costs

Each training requirement will different and pricing depends on course, type of delivery, location and numbers. Volume discounts are available but all pricing is provided on request.

Service constraints

- Anyone wishing to sit a training course with us that leads to an exam must purchase the exam.
- Anyone who wishes to sit an exam with us, must have completed Sysop's accredited training.

Service levels like performance, availability and support hours

See implementation plan.

The ordering and invoicing process

For any training requirement, Sysop's training advisors will establish the overall requirement and produce a matching quotation. The client will confirm the order in writing, with an indication of when we can expect the Purchase Order. Typically we invoice 4-6 weeks prior to a course commencement date on 30-day payment terms.

How buyers or suppliers can terminate a contract

Each training delivery is a separate contract and therefore any cancellation is subject to our standard terms and conditions:

Cancellations & Rearranged dates – In House Training and Consultancy

Notice of cancellation must be in writing and any refund is based on the following notice periods:

- More than 30 days' notice – No Cancellation charge
- Within 16-30 days – 50% of Total Charge
- Less than 16 days – Full Charge

Any requests to rearrange any confirmed dates will incur varying costs dependent on the notice period:

- More than 30 days – No Charge
- Within 16-30 days – 50% of Total Cost
- Less than 16 days – 100% of Total Cost

After sales support

After any training delivery we will follow up the feedback to establish customer satisfaction and identify any further training requirements. We will also work with any unsuccessful candidates to identify how they want to proceed, making available repeat training if required at no further cost