



TRAINING & CERTIFICATION
SURESKILLS™

ITIL®4 Training Schedule July - December 2025



ACCREDITED
TRAINING ORGANISATION

by PeopleCert

Course Name	Days	Jul	Aug	Sep	Oct	Nov	Dec
SSI027 ITIL®4 Foundation	3	21	18	22	13	10	8
SSI029 ITIL®4 Strategist Direct, Plan and Improve (DPI)	3	17	4		20		17
SSI044 ITIL®4 Specialist Create, Deliver and Support (CDS)	3		27		1		3
SSI045 ITIL®4 Specialist Drive Stakeholder Value (DSV)	3	1		1		12	
SSI046 ITIL®4 Specialist High-Velocity IT (HVI)	3	22		8		19	
SSI054 ITIL®4 Specialist Acquiring & Managing Cloud Services (AMCS)	3	2		2			
SSI059 ITIL®4 Specialist Sustainability In Digital & IT (SDIT)	3			24			
SSI061 ITIL®4 Specialist Business Relationship Management (BRM)	3			Call for dates			
SSI068 ITIL®4 Specialist Monitor, Support & Fulfil	3	9		15		10	
SSI070 ITIL® Specialist: Plan, Implement & Control (PIC)	3	9			6		2
SSI081 ITIL® Practical Application of Service level & Supplier Management	2	21			20		
SSI082 ITIL® Practical Application of Problem Management	2	10				17	
SSI083 ITIL® Practical Application of Change Enablement	2	28				13	

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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 +353 1 240 2262 or Belfast +44 28 9093 5555 • Visit: courses.sureskills.com
VAT will be charged where applicable

What is ITIL 4?

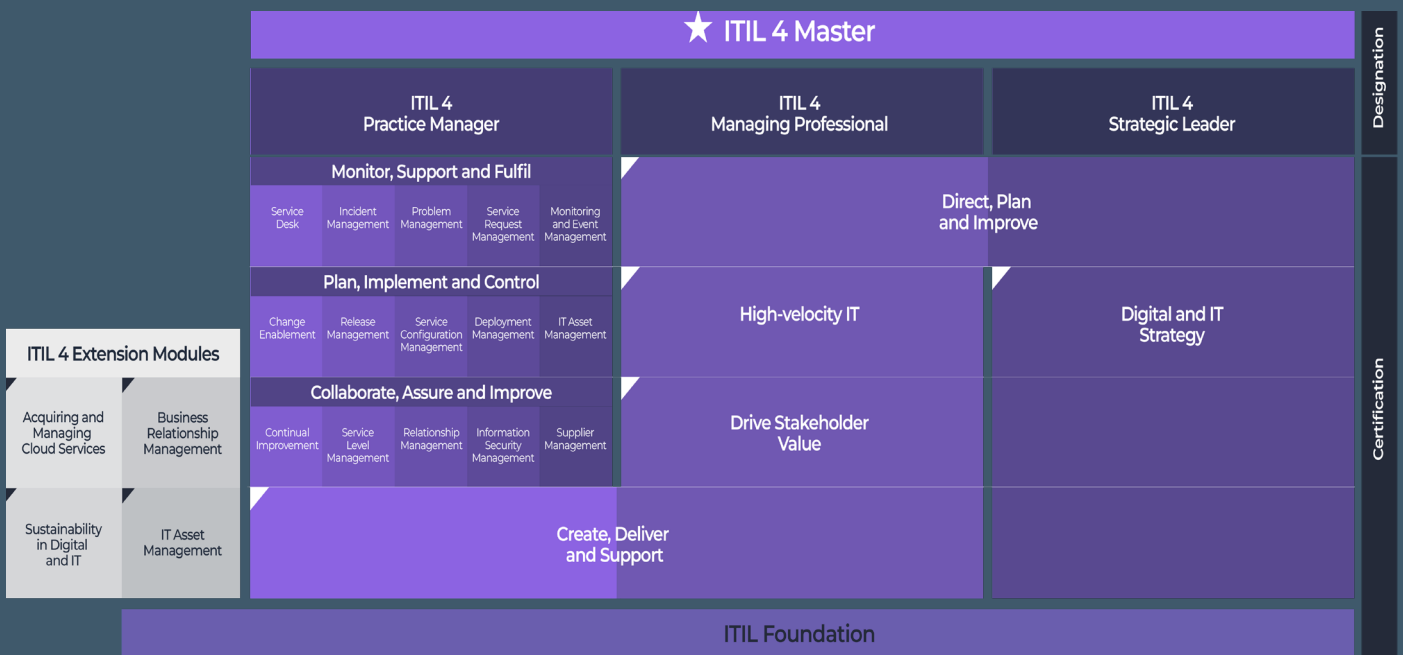
ITIL 4 is an adaptable framework for managing services within the digital era. Through our best practice modules, ITIL 4 helps to optimize digital technologies to co-create value with consumers, drive business strategy, and embrace digital transformation.

ITIL 4, the latest evolution of ITIL, builds on the core guidance of previous versions to provide comprehensive, practical, and proven guidance. It supports traditional service management activities, for example incident management and continual improvement, but can also be aligned to transformative technologies, such as Cloud, Automation, and AI.

It also works seamlessly with DevOps, Lean, and Agile, and Axelos’ products such as PRINCE2® and AgileSHIFT®. It is the basis for the international standard ISO20000 and the workflows in many service management software platforms.

Each ITIL 4 module is accompanied by a comprehensive core guidance publication and a globally recognized professional certification, from which millions of professionals worldwide have benefitted.

OFFICIAL ITIL4 CERTIFICATION SCHEME



Why ITIL®4?

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

ITIL®4 can help you to:

- understand how IT impacts strategy and how professionals can utilize the four dimensions of service management in a wider business context
- use the guiding principles to navigate change, streamline work and introduce flexible and collaborative working practices
- break down silos by encouraging a holistic, systems-thinking approach to value co-creation
- build trusted relationships with stakeholders and develop effective and timely communications
- work with complex, adaptive systems and flexible processes that can adapt to changing environments
- learn the common language of IT-enabled service delivery, to boost your digital career progression and set you apart from your peers.

Why SureSkills?

We have trained delegates all over the world in ITIL®4 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 contextual 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 are one of the largest ITIL®4 ATO's in the UK and Ireland
- 98% pass rate for the first time
- SureSkills are the only ATO in Ireland to include a second exam attempt when booking on an ITIL4 public course.
- All resulting in 1000's 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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