The Sierra Group

OCCUPATIONAL ALERT

"From the smallest necessity to the highest religious abstraction, from the wheel to the skyscraper, everything we are and everything we have comes from one attribute of man - the function of his reasoning mind." *Ayn Rand*

Innovation, change, and global competition continue to redefine employment in every sector of the economy. The Sierra Group, follows the employment trends and innovations in a number of sectors and compiles and distributes our OCCUPATIONAL ALERTS to help keep you informed of vocational changes so that you can leverage opportunities and control risk.

ITIL Certifications: The Next Big Thing

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If you work in Information Technology (IT), and if you haven't already, it is only a matter of time before you are asked the following, , "Where are you in your ITIL implementation?". The current trend in IT Service Management (ITSM) suggests a growing demand for Information Technology Infrastructure Library (ITIL) Certifications. These certifications are seen as offering best-practice guidelines for the ITSM field. This trend is being driven by the growing technology infrastructure that companies are developing – and as IT infrastructure grows, the technical needs and changes within an organization will also grow exponentially. The opportunity of connectivity is also it's Achilles Heel. And as we all know…change brings with it the inevitable 'opportunities' associated with unplanned and undocumented technology as integration activities commence. Adding to this technology headache is the growing security threat that comes from increased network capabilities with an ever-growing number of channels into a corporate IT infrastructure.

The ITIL library offers best practices in the following areas:

- Methods to reduce IT infrastructure downtime and network instability
- Practices to reduce operating costs and improve IT staff productivity
- Guidance regarding an improved overall quality of delivered IT services
- Measures and metrics by which customer, client, and user satisfaction can be monitored

Many medium and large organizations are now requiring most or all of their IT staff to take an ITIL Foundation Certification Class. The class typically takes 2 -3 days to complete. A variety of study resources are available online to prepare a suitable candidate. For more information, visit the ITIL Certification website - http://www.itilcertification.net/index.html