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The Group employs a workforce of more than 3,500 and is established in France, Austria, the Benelux countries, Spain and Brazil.
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Osiatis is listed on Euronext Paris
Compartment C, NYSE Euronext
(ISIN: FR0004044337)

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CONTACTS:
Céline Beaud
cbeaud@osiatis.com
Tel: + 33 1 41 28 31 56

OSIATIS LAUNCHES AN A LA CARTE ITIL TRAINING PROGRAMME

Vélizy, France, 16 July 2012

Once again, Osiatis demonstrates its ability to innovate by offering a series of training modules on the ITIL standard which can be adapted according to the level of responsibility of the operational teams. This approach breaks with the one-size-fits-all vision of IT good practises and provides each participant with relevant information. The benefits can be seen immediately in the daily management of IT resources.

Although ITIL has asserted itself as the main standard in IT governance, it cannot be offered in full to all participants involved with the company's IT system. Osiatis has thus designed an original training programme, tailored to all sizes of company, and which allows everyone, from the IT manager to the divisional manager, to acquire the essential basics of these good practises.

The programme is made up of 21 modules, each lasting one hour and covering four themes: Understand, Consolidate, Monitor and Control. Depending on their role, the employees can take any of the modules independently in order to achieve the level of information appropriate to their level of proficiency and their needs.

"What is new here is that the aim of these training sessions is not necessarily to achieve certification", says Thibaut Carrier, Head of Osiatis' ITIL Training Programme. "IT Managers will be able to take a comprehensive approach to the programme whilst those in operations may be satisfied with increasing their awareness of the standard. The challenge is to ensure that each individual becomes aware of the benefits of ITIL in the daily governance of the company. If the participants are aware of these issues, they then become more responsive and receptive, for the benefit of the company".

Sessions made up of one-hour modules can be organised as full-day or half-day training programmes and provided on client site, on line or at Osiatis: this is a flexible and effective solution to "provide good training" while taking production constraints into account.