

EXIN Supports Remote Classroom Instruction for ITIL Certification Training

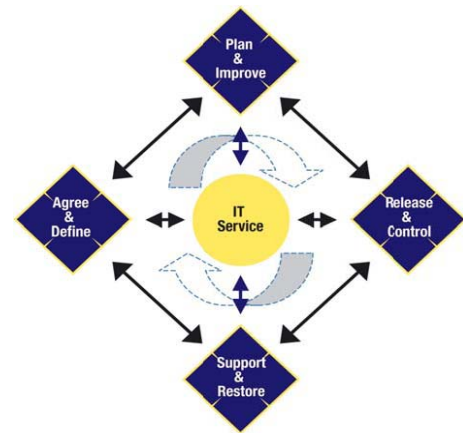
Quincy, Massachusetts (MA) — May 2, 2007 — Officials from the Examination Institute for Information Science (EXIN) met with Andy Williamson, ONLC Training Centers' CEO and other staff members to discuss ONLC's entry into EXIN's Accredited Training Provider program. EXIN establishes educational requirements, develops examinations, and accredits training providers for a number of international certifications, the best known of which is ITIL, the IT Infrastructure Library.

Present from EXIN were Michael McLaughlin, US Regional Manager, and Eveline van Oostrom, Manager of Training and Development. The meeting took place at a conference where EXIN officials were reviewing the details of the exam for the IT Service Manager Practitioner "Plan and Improve" certification cluster.

Clustering Practitioners in a Nutshell

The IT Service Management Practitioner provides more in-depth training above the "Foundations" level. Clusters combine the following ITIL processes:

- **Release & Control (IPRC):** Change Management, Release Management, Configuration Management
- **Support & Restore (IPSR):** Incident Management, Problem Management, function of the Service Desk
- **Agree & Define (IPAD):** Service Level Management, Financial Management
- **Plan & Improve (IPPI):** Availability Management, Capacity Management, IT Service Continuity Management.



EXIN Supports Remote Classroom Instruction Methodology

"[ONLC's] business model sounds very innovative and we would be pleased to work with you to support your market," said McLaughlin as they discussed how Remote Classroom Instruction (RCI) could help bring accredited training to individuals without class cancellations.

"ONLC can easily conduct ITIL Foundations level training in a public format because there are large numbers of students wanting that certification now," noted Williamson. "However, for the higher levels of certification, it is difficult to fill a traditional class with public students in any single geography. With RCI we are able to combine one or two students from several training centers in New Jersey, Pennsylvania, Massachusetts, and Connecticut into a single training event and avoid cancelling the class," he continued. In addition, as an authorized provider of Pearson VUE testing, ONLC is able to offer in-class exams to students interested in ITIL Foundations or Practitioner certifications.

About the Examination Institute for Information Science

EXIN is a founding member of the international ITIL® certification board, together with the UK Office of Government Commerce (OGC) and the IT Service Management Forum UK (itSMF). EXIN has played a major role in the certification of professionals in IT Service Management worldwide, by offering and modernizing the Foundation, Practitioner, and Manager's Certificates in IT Service Management in over ten languages.

About ONLC Training Centers

ONLC Training Centers, founded in 1983, has grown into one of the largest training companies in the country offering training in dozens of locations throughout the U.S. The company delivers a complete IT curriculum from vendors such as Microsoft, Citrix, IBM, and Oracle. As a Microsoft Gold partner, the company offers all of the latest training related to Exchange, Vista, Microsoft Office, SharePoint, System Center, Visual Studio, and SQL Server. With its Remote Classroom Instruction technology, the company has reduced its class cancellation rate to the lowest in the industry. Learn more at www.onlc.com and www.onlc.com/rci.

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