



Nouri Associates, Inc. (NAI) Training Capabilities Brochure

Achieving leadership through adoption of IT Best Practices

NAI is a leading provider of training solutions in the area of **IT management and control best practices**. NAI delivers innovative learning solutions and offers a comprehensive portfolio of Blended, eLearning and Classroom training programs to corporations, governments and individuals worldwide. NAI is an EXIN ACP (Accredited Course Provider) with a complete Portfolio of ITSM / ITIL Online, Blended, and Classroom based training offerings.

NAI focuses on well known IT process frameworks which organizations use to develop competent and world-class IT organizations. NAI's focus areas include:

- o ITIL (IT Infrastructure Operations Best Practices)
- o ISO 20000 (IT Service Management Standard)
- o MOF (Microsoft Operations Framework)
- o CMMI (Software Development Best Practices)
- o PMBOK (Project Management Best Practices)
- o COBIT (IT Governance and Control)

NAI recognizes the need to develop an individual's competency in order for the organization at large to have the required organizational knowledge and competence to succeed and deliver. Each training course offered within the NAI portfolio is a part of a competency portfolio required by both the individual and the organization.

NAI training solutions are localized and are available in several languages to ensure the effectiveness of the solution for individuals worldwide.

Domain Expertise

NAI offers the most comprehensive portfolio of training solutions across the well known frameworks like **ITIL/ITSM, CMMI, PMBOK, COBIT, ISO 20000, MOF** etc. These training solutions have been used by several hundred well known companies to train several thousand IT professionals and to attain visible and sustainable cost savings and service quality improvements within their IT organizations. Several NAI training solutions are available in Chinese, Japanese and German.

Global Delivery Capability

NAI offers clients a global delivery environment for its courses. With NAI certified trainers present in 28 locations globally, and able to deliver several courseware in multiple languages, the value proposition for global clients is very powerful. NAI offers the most comprehensive portfolio of training solutions in the IT best practices domain to enable cost-savings for IT Service Delivery and improving quality of IT services delivered.

Industry's Highest Pass Rates

**Online Courses Trusted by
Fortune 100 like IBM, HP, etc.**

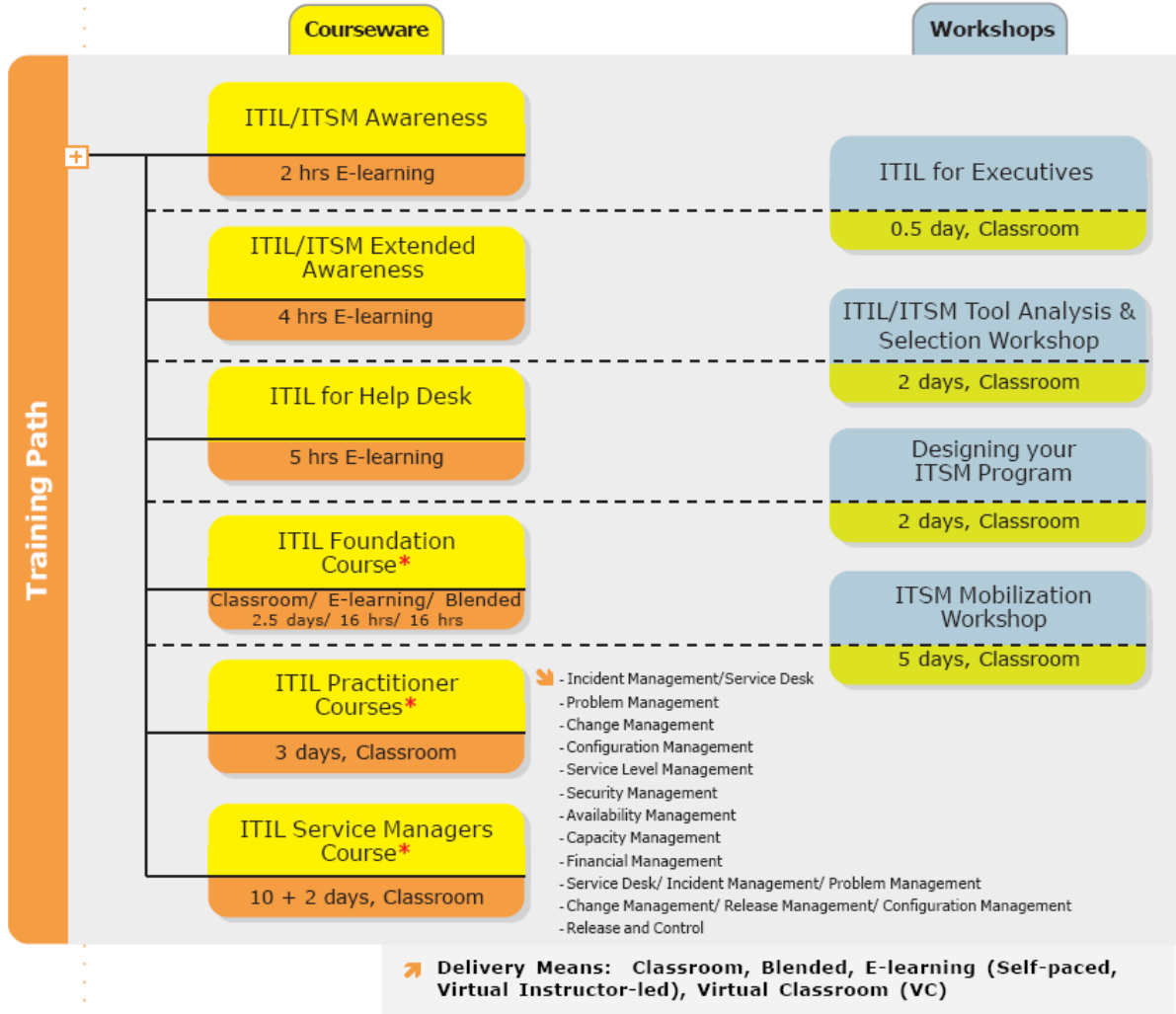
High Customer Satisfaction

Online Case Studies

On-Line Foundation Training

1 (888) 556-3618
www.nouriassociates.com





Let NAI organizational change specialists help you design an effective awareness and training campaign!

Stakeholders	Learning Approach			
	Self-Paced eLearning	Virtual Instructor Led & Classrooms	Blended	Classroom
Business Executives			X	X
Liaisons / Power Users	X			
IT Executives				X
Software Developers		X		
Project Managers		X	X	
IT Operations Managers				X
Technical Support Staff	X	X		
Help Desk Analyst	X			
Process Owners & Practitioners				X
ITIL Service Managers				X