

FOR IMMEDIATE RELEASE:

# BTL commits to ITIL<sup>®</sup>: Best practices in the provision of IT services

**Shipley, United Kingdom, June 2008**

BTL Group Ltd, a leading UK e-Assessment development and delivery company, announced today that all of its senior management and the majority of its Project Management, Software Development and IT/Technical Support teams are now ITIL<sup>®</sup> qualified. This further enhances the commitment previously made by BTL to ensure all Project Managers and other relevant members of staff are PRINCE2 qualified.

BTL is dedicated to providing its customers with continuous and consistently excellent services, regardless of the client or size of the project, and believe that the implementation of ITIL<sup>®</sup> practices will help them achieve this.

ITIL<sup>®</sup> (the IT Infrastructure Library) is the most widely accepted approach to IT service management in the world. ITIL provides a cohesive set of best practices, drawn from the public and private sectors internationally.

ITIL<sup>®</sup> presents a systematic and professional approach to the management of IT service provision. By adopting its guidance, BTL will be able to offer a range of benefits to their customers that include:

- Improved IT services through the use of proven best practice processes
- Improved customer satisfaction through a more professional approach to service delivery
- Clear standards and guidance
- Improved use of skills and experience
- Delivering value

Sonya Whitworth, Operations Director BTL, states "BTL are keen to adopt practices that improve the service and increase the value we offer to our customers. We believe that the ITIL<sup>®</sup> philosophy will go a long way in helping us achieve this. To demonstrate our commitment, all of our Senior Management Team and staff involved in the service lifecycle are now ITIL<sup>®</sup> qualified".

## About BTL

BTL is a leading UK owned and run learning and assessment development and delivery company. With over 1 million certified exams powered by BTL, our content development and delivery tools are helping some of the UK's largest agencies face the challenge of onscreen delivery.

Since 1985 we have been successfully helping our customers exceed their learning and assessment expectations, and continue to develop some of the most innovative onscreen content engaging learners anywhere.

For further information about BTL and its product offering, please visit <http://www.btl.com>

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