Dear [BOSS],

As you know, we are looking to spend less time and money supporting underlying IT infrastructure and more time on areas that yield business and competitive value. For that reason, I am proposing that you send me to *ITIL 4* training, taking place *August 10-13th, 2020* at Pure IT Academy. With the content presented in the training, I plan to continue to sharpen my skills and walk away having learned:

- ✓ The creation of value for the end users through the services we provide.
- ✓ Knowledge management across the service management enterprise.
- ✓ Improving the interaction and relationship between us and the other departments.
- ✓ The ability to coordinate the delivery of goods and services, and to be able to optimize and reduce cost
- ✓ The ability to measure, monitor and optimize IT services and performance of the end users.
- ✓ Creating various approaches with their pros and cons.
- ✓ The ability to configure, and improve, the different approaches according to their own unique circumstances.

This training will specifically focus on providing the inspiration, education and connections I need to be successful in my job. I will return with knowledge that can help the company in these areas:

- ✓ Competitiveness and flexibility
- ✓ Team communication
- ✓ Improvement in my performance
- ✓ Consistency in duty performance
- ✓ Increased productivity
- ✓ Improved quality of service and products
- ✓ Reduced cost by lessen the outsourced service provided to us
- ✓ Reduction in supervision

I hope you'll agree that this is a practical and important investment that will return real "Return on investment" for our organization. I thank you for your consideration and look forward to hearing feedback.

Sincerely,

[Put your name]

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