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CEB / LOTUS the first company to introduce ITIL® in Jordan

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Through its subsidiary Lotus Management Solutions, CEB / LOTUS is now the first company to provide both consultation and certified training in ITIL® for the Jordan market. In a first of its kind event in Jordan, CEB held the launch event of its ITIL® division to introduce the strategy and services of ITIL® consultation and training.

The event was followed by three days of ITIL® certified training to participants who took advantage of this opportunity to be some of the first professionals to receive ITIL® certification in Jordan.

This event is aligned with CEB's strategy to utilize globally recognized quality in IT projects and services for the Jordan and Regional markets.

ITIL® (the IT Infrastructure Library) is the most widely accepted approach to IT service management in the world. ITIL® provides a cohesive set of best practice, drawn from the public and private sectors internationally. It is supported by a comprehensive qualifications scheme, accredited training organizations, and implementation and assessment tools.

"CEB and its group of companies have always been a pioneer in providing leading edge technologies and services. Today, Lotus is offering a unique and complete value proposition to service management organizations through the consultation and implementation of ITIL best practices in Jordan and the region." said Mr. Ayman Arafeh, General Manager, CEB.

-Ends-

About ITIL:

ITIL is the only consistent and comprehensive documentation of best practice for IT Service Management. Used by many hundreds of organizations around the world, a whole ITIL philosophy has grown up around the guidance contained within the ITIL books and the supporting professional qualification scheme.

ITIL consists of a series of books giving guidance on the provision of quality IT services, and on the accommodation and environmental

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facilities needed to support IT. ITIL has been developed in recognition of organizations' growing dependency on IT and embodies best practices for IT Service Management.

The ethos behind the development of ITIL is the recognition that organizations are becoming increasingly dependent on IT in order to satisfy their corporate aims and meet their business needs. This leads to an increased requirement for high quality IT services.

<http://www.itil.co.uk/>

About Lotus Management Solutions:

CEB established LOTUS Management Solutions in 2005 as a subsidiary company aiming to provide Oracle Services and to introduce a new line of excellence in the field on IT Service Management and ITIL.

LOTUS has matured into a well-established, focused and specialized oracle solutions and professional services company.

In conformity with CEB's goals, LOTUS aims to help enterprises optimize their IT investment. LOTUS contributes in providing Integrated IT Solutions on an enterprise level.

About CEB:

CEB was established in 1980 and is headquartered in Amman, Jordan serving the entire region of the Middle East and North Africa. **CEB** is considered one of the leading Systems Integration IT providers of leading suppliers such as HP, ACER, Bull, Nexans, Symantec, and Internet Security Systems (ISS) and Microsoft, Friendlyway and Mitel .

CEB designs, develops and implements technology application solutions such as Automated Banking System **CABS®**, Insurance Management System **AMAN®**, Document Management **ImageLinks®** and Workflow Systems.

CEB has over 220 clients in Jordan and the entire region.

CEB is the first IT company to be listed on the Jordan Stock Exchange under the symbol **CEBC**.

CEB is totally owned by Al-Faris National Company For Investment and Export.

www.ceb.com.jo

About Al-Faris National Company For Investment and Export:

Al-Faris National Company For Investment and Export (PLC) is a publicly held company based in Jordan with its main line of business being in investments, acquisitions, export and import.

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