

For more information, contact
Pultorak & Associates, Ltd.
Seattle | Philadelphia | Manila
Phone +1(206)729-1107
Fax +1(206)418-6757
Web: www.pultorak.com
Email: info@pultorak.com

ITIL® V3 Foundation Bridging CBT or eLearning

Pultorak & Associates' ITIL Version 3 (V3) Foundation Bridging Computer-Based Training (CBT) / eLearning Course offers an interactive, self directed learning experience that is designed to update the knowledge of IT professionals who have already attained ITIL Version 2 Foundation certification. The course provides an introduction to the changes and additions to the ITIL body of knowledge introduced by ITIL V3 and prepares the participant to pass the optional 20-question ITIL Foundation Bridging Exam.

Audience

The ITIL V3 Foundation Bridging Course is intended for IT and business professionals responsible for developing, supporting, operating, or providing IT Services. Target participants are existing holders of the ITIL Foundation Certificate from earlier ITIL versions who want knowledge and understanding of the new content of ITIL V3.

Optional Certification Examination

The ITIL V3 Foundation Bridging Course prepares the participant to attend a 30-minute exam consisting of 20 multiple choice questions at any of the over 300 Prometric or Pearson VUE testing facilities worldwide, with exams available in 10 languages. Passing the exam will grant the participant the ITIL Foundation Certificate.

Technical Requirements

Computer-based / Web-based solution – Flash Player 6.0.79 or later (Flash Player 7 or later recommended), and one of the following browsers:

- Windows: Internet Explorer 6 and later, Firefox 1.x and later, Safari 3 and later, Google Chrome, Opera 9.5 and later
- Macintosh: Safari 3 and later, Firefox 1.x and later, Google Chrome
- Linux: Firefox 1.x and later

Learning Management Systems – The solution is compatible with SCORM compliant learning management platforms.

Prerequisite

ITIL Version 2 Foundation certification

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Why Choose the Pultorak V3 Foundation Bridging CBT / eLearning Course?

Instructional Design – Course was designed with an education methodology that gives special consideration to how adults learn.

Real-world Expertise – The course maps the concepts back to a real-world scenario that helps the participants apply the theoretical information into real-world knowledge.

Learning Reinforced – Many of the lessons include interactive activities, and all lessons end with a quiz that reinforces the concepts introduced in that lesson.

Expert Support – Access experts and user forums to assist participants with support for questions or clarifications during the learning process.

Comprehensive Content

Course Outline

- Service Management As a Practice
- The Service Lifecycle
- Generic Concepts and Definitions
- Key Principles and Models
- Processes
- Functions
- Roles
- ITIL Qualification scheme
- Some Key Differences from Earlier ITIL Versions
- Summary and Exam Preparation

Simple and Flexible Deployment Options

It can be hosted from the Pultorak web server or hosted on your own internal SCORM compliant Learning Management System. Participants' progress and scores can be viewed and reported on, ensuring compliance with your corporate learning policies.

Value – Instructional Design at a Low Cost

Compared with instructor led training, CBT / eLearning provides a tremendous value in overall cost for the organization and a flexible learning option for the student.

Cost

Computer-based / Web-based Solution - \$81 per user for a 90-day license, with volume discounts available on request.

Hosted on your Learning Management System – priced upon request
Pricing valid as of August 2008 and subject to change

For More Information or to Place an Order

Contact Pultorak & Associates at (206) 729-1107, info@pultorak.com, or visit our website at www.pultorak.com.

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