

ITIL® V3 Foundation CBT or eLearning™

Pultorak & Associates' ITIL Version 3 (V3) Foundation Computer-Based Training (CBT) / eLearning Course offers an interactive, self directed learning experience that provides optimal flexibility and value for your training dollars. The real world experience of our team of experts has been captured in a multimedia training application that is designed to provide engaging content in a straightforward, no-nonsense introduction to ITIL V3. We offer this 18-hour fully accredited course as a web application or hosted on your eLearning system. The CBT / eLearning also includes job aids, handouts, the official syllabus and sample exams, as well as the ITIL Glossary.

The ITIL V3 Service Lifecycle framework is composed of five core disciplines: Service Strategy, Service Design, Service Transition, Service Operations, and Continual Service Improvement.

Audience

The ITIL V3 Foundation Course is an introductory level course intended for IT and business professionals responsible for developing, supporting, operating, or providing IT services.

Optional Certification Examination

The ITIL V3 Foundation Course prepares the participant to attend a 1-hour exam consisting of 40-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.

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For more information, contact
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Email: info@pultorak.com

Prerequisite

None – Basic knowledge of IT Service Delivery is helpful.

Why Choose the Pultorak Foundation 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 in Service Management
- Key Principles and Models of Service Management
- Service Management Processes
- Service Management Functions
- Key Roles in Service Management
- Technology and Architecture
- ITIL Qualification Scheme
- 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.

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Cost

Computer-based / Web-based Solution - \$154 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

Course Delivery Options

The ITIL V3 Foundation course is available in these modalities:

- CBT: Computer-Based Training or executable download—no Internet connection required to run—great for team member with low-speed connections (\$154)
- COU: Participant kits for Instructor-Led Training—good if you have qualified instructors and want to deliver the training to your clients (\$154)
- INS: Instructor kit for Instructor-Led Training (\$308, includes Participant and Instructor materials)
- VIL: Virtual Instructor-Led or online synchronous training with a live instructor—good for geographically distributed teams (\$154)
- ELN: Online Training or eLearning hosted on your LMS or our online learning portal learn.pultorak.com (\$154)
- ILT: Instructor-Led Training or Traditional Classroom Delivery—our instructor delivers at your location
- EXM: Expert Coaching and Mentoring—local or virtual assistance

For More Information or to Place an Order

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