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ITIL® V3 Foundation

Pultorak & Associates' ITIL Version 3 (V3) Foundation course is available in two formats: a two-day intensive and a three-day traditional format (both will have 18 hours total equivalent instruction time). It provides a straightforward, no-nonsense introduction to ITIL V3 by professionals who have field experience in implementing service management best practices.

The two-day course is instructionally designed to maximize adult learning and transfer of knowledge to the workplace in the allotted classroom training time. It relies on the commitment of participants for the completion of up to five hours of self-directed pre-work to achieve satisfactory results.

The goal of both the two- and three-day course is to prepare the participants to pass the optional 40-question ITIL Foundation Exam.

Class size is limited to maximum of 12 participants to one trainer for an accredited delivery, with a minimum of 8 participants required for an accredited delivery of this course.

Who Should Attend?

ITIL V3 Foundation is an introductory level course intended for IT professionals responsible for developing, supporting, and operating application-based IT services (e.g., messaging) and infrastructure-based IT services (e.g., network services).

Optional Certification Examination

The ITIL V3 Foundation Course includes a 60-minute exam consisting of 40 multiple choice questions. Passing the exam will grant the participant the ITIL Foundation Certificate.

Course Materials

All participants receive a participant kit which includes a copy of the course presentation with extensive notes, job aids, handouts, the official syllabus and sample exams, as well as the ITIL Glossary.

Pultorak & Associates can deliver this class for you, or you may opt to purchase our course material to deliver yourself.

Please note that the purchase of courseware only does not automatically grant the user access to certification exams. The Certification Organizations require the purchaser to be either an Accredited Training Organization or an Accredited Training Associate of Pultorak & Associates.

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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

Why Pultorak for This Course?

Pultorak's industry experts have years of experience in ITIL and its implementation. We are active contributors to the content and strive to ensure that the concepts are backed by real-world connections and critical insights that will help you chart your own path and achieve your ITIL goals. Our experienced instructors have lived the subject matter and create meaningful, engaging interactions delivering value to you like no one else can.

Pultorak & Associates is accredited by all the certification organizations including APMG, Loyalist Certification Services, EXIN, and ISEB. Our instructors are based in the US and have been delivering ITIL courses for over 15 years. We can customize the delivery of training to meet your organization's needs, including developing unique classroom solutions that integrate simulations or industry specific examples. We are members in good standing with the itSMF USA organization.

Costs

ITIL V3 Foundation Instructor-led Course (2 days)
\$6240 (includes an accelerated 18 hours of training and Exam Proctor Fee of \$240) + \$304 per student (includes courseware and exam voucher for certification exam.) An optional cost for students may be \$22 for the ITIL V3 Pocket Guide. Additional costs may apply.

ITIL V3 Foundation Instructor-led Course (3 days)
\$6240 (includes 18 hours of training and Exam Proctor Fee of \$240) + \$304 per student (includes courseware and exam voucher for certification exam). An optional cost for students may be \$22 for the ITIL V3 Pocket Guide. Additional costs may apply.

ITIL V3 Foundation Courseware only
Pricing: Participant Kit \$154, Instructor Kit \$308 (+ shipping)
Pricing valid as of August 2008 and subject to change

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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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