

For more information, contact
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ITIL® V3 Managers Bridge CBT or eLearning

Pultorak & Associates' ITIL Version 3 (V3) Managers Bridge 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 V2 Managers certification. This course provides a straightforward, no-nonsense introduction to the changes and additions to the ITIL body of knowledge created by ITIL V3.

Audience

ITIL V3 Managers Bridge is an advanced-level course intended for IT professionals responsible for managing the IT organization and its infrastructure. Target participants are existing holders of ITIL Managers Certificate from earlier ITIL versions who want knowledge and understanding of the new content of ITIL V3.

Optional Certification Examination

The ITIL V3 Managers Bridge Course includes a 90-minute exam consisting of 20-multiple choice questions leading to the ITIL Diploma in IT Service Management.

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.

Prerequisites

ITIL V1 or V2 Managers Certification

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Why Choose the Pultorak V3 Managers Bridge 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

- Part 1: Introduction to ITIL V3 Service Lifecycle Management
- Part 2: Service Strategy, Service Design, and Service Transition
- Part 3: Service Transition (Unit II) and Service Operation
- Part 4: Continual Service Improvement Key Principles and Models, Processes Implementation Considerations, 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.

Costs

Computer-based / Web-based Solution - \$660 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

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