



a division of Weather To Succeed, Inc.

IT Methods Plus  
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**ITSM (Information Technology Service Management)**  
**ITIL (Information Technology Infrastructure Library)**

## ITSM V3 Foundation Certification:

**Delivery Format: ILT** (Instructor Led Training)

**Duration: 3 Days**

**Delivery Format: Webinar**

**Duration: 3 Days**

Attend live or via simultaneous Webinar on the same dates.

**Date: May 11, 12, 13, 2009 (M,T,W)**

**Time: 9:00 am – 5:00 pm**

**Location: IT Methods Plus / Weather To Succeed, Inc. Learning Center**

Hyde Park Shopping Center

4288 Albany Post Rd. (Rt. 9) at the intersection of Pine Woods Rd.

Hyde Park, NY 12538

**Suggested Retail Price: ~~\$1,895~~ Special: \$1,295 (includes certification exam)**

We use the same highly qualified & industry experienced instructors as the major cities where you'd pay up to \$2,195 for this same course. Save money – we're the **REAL DEAL!**

### Course Description

This hands on ITSM Version 3 Foundation certification training program introduces the student to the fundamentals of IT Service Management as described in version 3 of the IT Infrastructure Library (ITIL). Accredited by ISEB, the course helps students prepare for the certification exam along with acquiring valuable insights from instructors who have actually managed IT operations and ITSM programs.

Delivered over three days the course features lectures, discussion, and quizzes. It culminates with an optional, one-hour certification examination.

### Course Outline

Introduction, ITIL Concepts, Continuous Service Improvement, Service Operation, Service Transition, Service Design, Service Strategy, Review Program, Self-Study, Exam Prep.

### Who Should Attend

Senior IT and business executives, IT management and staff, consultants, project managers and others interested in learning about IT Service Management.

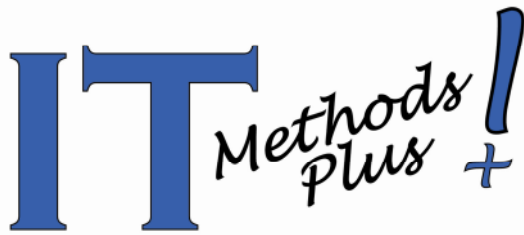
**Prerequisites:** none. However, IT experience or the ITIL Introductory course is considered helpful.

### Exam:

An optional 1-hour, 40 question, closed book multiple choice examination is administered by an independent proctor in class the last day of the course. Certification is through either the Information Systems Examination Board (ISEB) or Exin.

### Reference Material

Each student will receive fully accredited courseware (text, workbook, practice exams).



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We are a company of *Training & Development Specialists*. Coupled with our many years of experience and expertise in the delivery and support of IT services we are able to effectively deliver high quality IT Service Management courses. Through our strategic partnerships with the best of the best, we provide the right blend of experience, instructors, alternative online delivery methods, accredited courseware, exam preparation/delivery, and student management services for the ultimate learning experience. Our goal is to satisfy customer training and development requirements by understanding and meeting customer expectations with each and every course we provide.

**How to Register:**

Seating is limited. Reserve your seat online *now* at:

<http://shop.weathertosucceed.com/category.sc?categoryId=2>

Payment must be received to **complete** your reservation. Visa, MasterCard, or Discover are accepted online. Otherwise, register online, mail your check or purchase order promptly to: IT Methods Plus, P.O. Box 495, Hyde Park, NY 12538. All payments must be received 7 days prior to start date or alternate terms arranged.

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