



SM-3024: ITIL® Foundations - Distance Learning Webinar

Improving service levels and reducing operations & support costs and with globally accepted Best Practices

Course Benefits:

- Taught by industry veterans with real-world experience in ITSM.
- Balanced mix of lecture and practical exercises.
- Hands-On labs make ITIL real!
- Practical guidance on using ITIL in your job.
- Case Studies and actual scenarios make learning easy and relevant.
- Solve your real-world problems in class.
- 'Exam Alerts' identify critical content.
- Master the proven ITIL examination techniques.

Comments from past students -

"The instructor was an outstanding knowledge expert with real world experience who understood how to apply ITIL to daily experiences ... I would strongly recommend Avant Corporation for training delivery and implementation assistance."

"The instructor did an excellent job. He really knows his stuff and made it much easier for us to learn. He is certainly a valuable asset."



Accredited Training Provider



Contact Avant

314.785.0051 Direct
registration@avantusa.com
www.avantusa.com



business partner



Course Description: The ITSM Foundations course introduces the attendee to the fundamentals of IT Service Management as described in the IT Infrastructure Library. Typically delivered over 5 sessions, it features lectures, discussion, team exercises and quizzes delivered via webinar.

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

Format: Interactive webinar lectures, discussion, team exercises and quizzes. Duration is typically 5 sessions (3 to 3.5 hours each), but can be adjusted to meet specific client needs.

Curriculum: After attending the 2-hour WBT program, ITSM Journey to Excellence, each student may register to attend the five instructor led webinars where they will acquire hands-on practical experience ...

- Primer: SM-2022: ITSM Journey to Excellence (2 hours)
- Day 1: Intro to ITSM, Service Desk & Incident Management
- Day 2: Problem, Change & Configuration Mgt
- Day 3: Release & Service Level Management
- Day 4: Availability & Capacity Management
- Day 5: IT Service Continuity & Financial Management

Prerequisites: None

Examination (optional): The 1-hour certification examination may be scheduled at any Prometric Center by each student. Exam vouchers can be arranged by Avant.

Reference Material: Each student receives a 375 page bound study guide, case study, practice exams, and online access to SM-2022: ITSM Journey to Excellence (WBT). Other ITSM-related study materials and books are available for purchase prior to, or during, the class.

Price: Tuition: \$1470; Optional Certification Exam: \$225 (through 06/30/2007)

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Our extensive experience and proven methodologies keep your initiatives on track, resulting in a faster and larger Return on Investment.