



# SM-3037: ITIL® Foundations For Retail ITOs

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

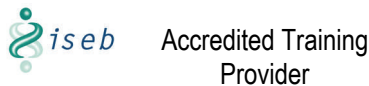
### Course Benefits:

- 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."



### Contact Avant

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business partner



**Course Description:** The Hands-On Foundation course introduces the attendee to the fundamentals of IT Service Management as described in the IT Infrastructure Library. Delivered over 2.5 days, it features lectures, discussion, team exercises, quizzes, and an industry specific case study. It culminates with a one-hour certification examination.

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

**Format:** Interactive classroom lectures, discussion, team exercises and quizzes. Duration - 2.5 days.

**Curriculum:** The course introduces the learning objects listed below for each of the IT Service Management processes (Incident, Problem, Configuration, Change, Release, IT Service Management, Availability, Capacity, IT Service Continuity, and Financial Management) and Service Desk.

- Activities
- Process Relationships
- Benefits
- Problem Areas
- Critical Success Factors
- Key Performance Indicators

**Prerequisites:** None

**Examination (optional):** 1-hour certification examination administered by an independent proctor is administered at the end of the course. Certification is through the EXIN or ISEB.

**Reference Material:** Each student receives a 375 page bound study guide (ver 4.x) . 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.