ITIL® Foundations Training

A two-and-a-half day journey through the
5 Stages of the ITIL Service Lifecycle:

Stage 1:
Service Strategy

Stage 2:
Service Design

Stage 3:
Service Transition

Stage 4:
Service Operation

Stage 5:
Continual Service Improvement
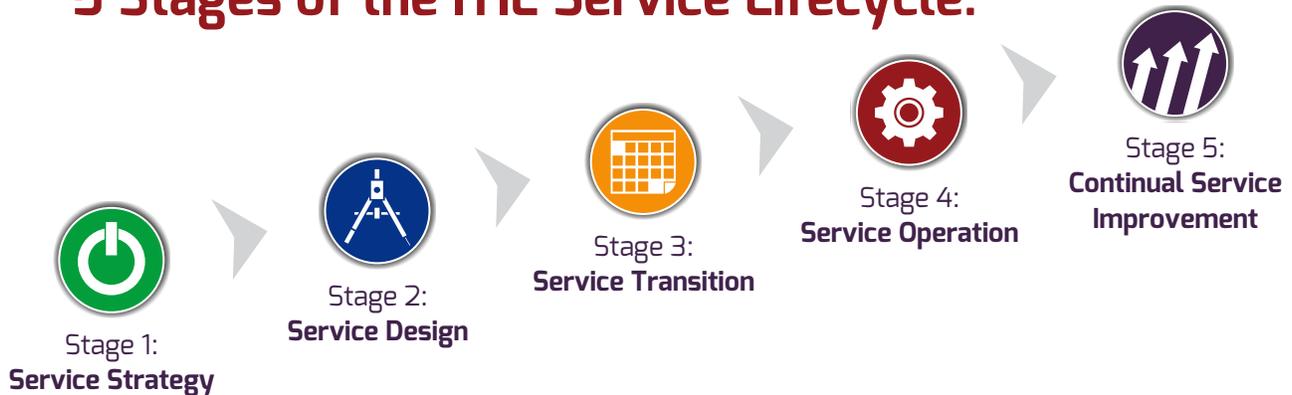
The Aptris approach to ITIL training

Our course covers all material specified in the ITIL Foundation Certificate and prepares attendees to successfully achieve their Foundation certification. Perhaps more importantly, the Aptris approach infuses real-world examples throughout, as well as discussions on overcoming the practical challenges and barriers to implementing process improvement. Come ready to participate in lively discussions about process improvements, benefits and challenges.

Every Foundation class learner receives:

- ✓ Two-and-a-half days instructor-led education and exercise facilitation
- ✓ Learner manual (excellent post-class reference)
- ✓ Participation in activities that bring the concepts and processes to life in a fun, fast-paced way that reinforces memory aids
- ✓ Sample exams and exam preparation
- ✓ In-class Foundation examination

What Attendees Are Saying

"The trainer was *excellent* and went well beyond just preparing us for certification."

"The real world examples, and open discussions, had me engaged throughout."

"I've attended other training like this was easily the most interesting and effective."

aptris

ITIL® Foundations Training: Specifications

Prerequisites: Familiarity with IT Services is recommended.

Certification: Learners will be equipped to earn their ITIL ® Foundation Certificate in IT Service Management by achieving a passing score on a 60-minute, 40-question exam. Testing is on the final day of class.

Project Management Institute (PMI®) Professional Development Units: Project Management Professionals earn 18 PDUs upon completion of this course.

Who Should Attend: ITIL Foundation training is essential for anyone involved in the internal or external delivery of IT services including; IT Leadership, Key Business Managers, Network Operations, Business Process Analysts, Business Analysts, IT Consultants, Project Managers, Systems Integrators, Help Desk / Service Desk Managers and Analysts, Managed Service Providers, Application Developers, Solution Providers, and Sales Staff.

Instructors: All of our instructors are ITIL® Experts and have years of hands-on IT practitioner experience, enabling them to effectively intertwine theory and real life stories and scenarios. Using the highest quality content, this training style encourages active group participation, allowing all learners to bring from class a wealth of practical knowledge.

Class Schedule:
2 and 1/2 days (8:30am–5:00pm first two days, exam at 1:00pm on third day); includes 1-hour lunch break as well as morning and afternoon breaks.

aptris
Smarter Processes. Smarter Tools.