

# ITIL V3 Foundation Certification Training from EMA



## MORE INFORMATION:

To learn more about scheduling ITIL V3 Foundation Certification training for yourself or your team, please contact the EMA Business Development Team at [enterpriselt@enterprisemanagement.com](mailto:enterpriselt@enterprisemanagement.com) or 303.543.9500.

## Get ITIL V3 Certified with Flexible Training Solutions from EMA

Enterprise Management Associates partners with itSM Solutions – an accredited courseware and training provider (ACP/ATP) – to deliver a variety of IT Service Management (ITSM) training solutions for IT professionals. We offer a full range of ITIL and ITSM training courses through a variety of flexible delivery options to meet virtually any budget. Whether you simply need to upgrade your own ITIL training, educate your executive management on the value of ITSM, or get your entire team ITIL certified, EMA has an offering to meet your needs.

### ITIL V3 Foundation Certification Course

Need to get ITIL V3 Foundation certified? This hands-on ITIL Version 3 Foundation certification training program introduces the student to the fundamentals of ITSM as described in version 3 of the IT Infrastructure Library. Accredited by the Information Systems Examination Board (ISEB) and the Examination Institute for Information Science (EXIN), 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.

This interactive course features lectures, discussion, team exercises, and quizzes. It culminates with an optional, one-hour certification examination.

### Training Delivery Options

We offer our ITIL V3 Foundation certification training course through a variety of delivery vehicles to provide maximum flexibility in pricing, scheduling, venue, learning time, book delivery, travel and expense, and class size. Delivery options include:

- **Onsite Group Training** – Delivered at your location, this instructor-led, classroom-based, group mentoring solution incorporates an interactive curriculum and a live certified facilitator to help participants internalize the concepts of ITSM and ITIL while preparing for the exam.
- **Web-Based Group Training** – Delivered at your location over the Internet, this virtual classroom-based, group mentoring solution incorporates an interactive curriculum and a live certified facilitator to help participants internalize the concepts of ITSM and ITIL while preparing for the exam.
- **Online Mentored Learning** – This online, one-on-one mentoring solution incorporates a video-based curriculum and a live certified mentor to help participants internalize the concepts of ITSM and ITIL while preparing for the exam.

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## *Course Outline*

### **Day 1**

- Introduction
- ITIL Concepts
- Continuous Service Improvement
- Service Operation

### **Day 2**

- Review Day 1
- Service Transition
- Service Design

### **Day 3**

- Review Day 2
- 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

## *Exam*

An optional 1-hour, 40-question, closed book, multiple choice examination can be administered by an independent proctor at the end of the course. Certification is through either ISEB or EXIN.

## *Reference Material*

Each student will receive a workbook.

## **About EMA**

Enterprise Management Associates (EMA) is a leading industry analyst and consulting firm dedicated to the IT management market. We provide IT vendors and enterprise IT professionals with objective insight into the real-world business value of long-established and emerging technologies, ranging from security, storage and IT Service Management (ITSM) to the Configuration Management Database (CMDB), virtualization and service-oriented architecture (SOA). Learn more about our research services, our free online IT Management Solutions Center, and our IT consulting offerings at: [www.enterprisemanagement.com](http://www.enterprisemanagement.com)

## **Learn More**

Contact the EMA Business Development Team at [enterpriseIT@enterprisemanagement.com](mailto:enterpriseIT@enterprisemanagement.com) or +1.303.543.9500 to learn more about scheduling an onsite group, Web-based group, or online mentored learning course for ITIL V3 Foundation Certification today!