



IT Service Management



ITIL® Foundation Training

Course Description

In this interactive course, taught by our in-house ITIL® Expert, students will get an introduction to the lifecycle of managing IT services to deliver value to the business. The Foundation Level of the ITIL Qualification Scheme focuses on providing knowledge and comprehension of the key concepts, structure, terminology and processes of ITIL. This entry level certification offers candidates a general awareness of the key elements of the ITIL Service Lifecycle, including the linkages between Lifecycle stages, the processes used and their contribution to Service Management practices.

The course includes individual and team exercises developed to reinforce the ITIL concepts and principles, reference material demonstrating practical implementation of service management, and several practice exams and test-taking tips.

This class is recommended for any member of an I.T. organization responsible for or interested in aligning I.T. services with business needs, with particular focus on balancing IT resources effectively, reducing costs and improving quality of services offered.

Upon successful completion of both the educational and examination components related to this ITIL certification, students can expect to

gain knowledge, as well as understanding in the following areas:

- ◆ Service Management as a practice
- ◆ Key Principles and Models
- ◆ Selected Processes and Functions
- ◆ ITIL Service Lifecycle
- ◆ Generic Concepts and Definitions
- ◆ Key Roles and Responsibilities
- ◆ ITIL Qualifications Scheme

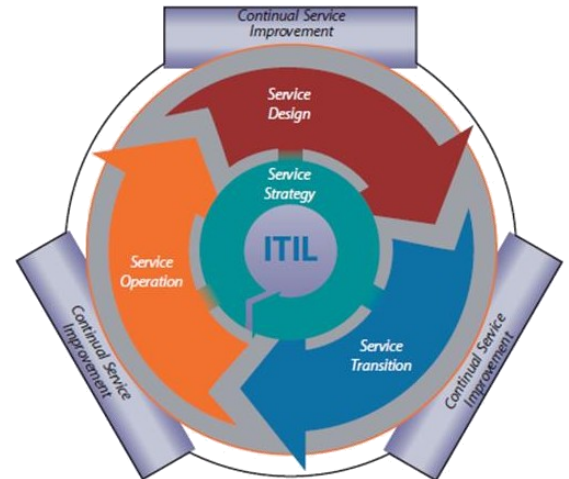
Successful completion of the Foundation certificate also fulfils the pre-requisite entry criteria for the next level of study within the ITIL qualifications scheme, the ITIL Intermediate Level.

Testing

Delta is both an EXIN Accredited Training Partner and Accredited Examination Center, and provides the certification exam on the final afternoon of this 3-day course, for both Onsite courses at your location and scheduled courses at our corporate office.

Onsite Course Fees:

From \$7,500 for the 3-day course, depending on class size and the level



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of customization (relevant case studies and exercises) requested. Limit 20 students per class. Travel expenses for instructor not included.

Individual Student Fees:

From \$800 per student for the 3-day course, when enrolling in scheduled training at our corporate office.

For more information, contact:

Delta Corporate Services, Inc.

129 Littleton Road
Parsippany, NJ 07054

P. 800.335.8220

F. 973.331.0144

www.deltacorp.com

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Solving Business Problems Through Technology

The following Equal Opportunity clauses are incorporated herein by reference: 41CFR 60-1.4; 41CFR 60-250.5; 41CFR 60-300.5; and 41CFR 60-741.5 and the Employee Notice Clause at 29CFR471 Appendix A to Subpart A, where applicable