

# ITIL V3 FOUNDATION

*Expend Your ITSM Knowledge And Skills; Pass ITIL V3 Foundation Certification Exam*



Learn from Certified ITIL® of the Industry Practitioners. They will Mentor and Coach you for ITIL V3 Foundation Certification Achievement & Career Advancement in the prestigious profession of ITSM (IT Service Management).

## 3 Days Training Workshop (Karachi - Lahore - Islamabad)

ITIL (Information Technology Infrastructure Library) is a well known framework for IT Service Management, that's widely accepted and applied worldwide. Key to successful implementation of ITIL in an organization is having management commitment & raising awareness of ITIL with all the departments and functions. ITIL is a set of best practices & guideline defines the processes for an effective IT Service Management.

### Training Contents

- Overview ITIL & ITSM Career
- Overview to Service Management
- Service Management as a Practice
- Key Concepts in Service Management
- Service Management Processes
- Service Management Functions
- ITIL® Qualification scheme
- Summary and Exam Preparation
- Mock Practice Test For Exam Readiness

### Facilitator/Mentor Profile:

M. A. Baig, PMP, ITIL, MCS having 12 years of diverse industry experience including IT Service Provider and Telecom Operator. He is a well know and experienced Project Manager, IT Service Management Consultant, Trainer and Mentor, serving from last 12 years in the Industry.

### Program Overview

Prudential Learning Solutions offers the ITIL V3 Foundation Training Workshop which enable delegates to understand the disciplines & processes that help service management professional to deliver and support quality products and services. This training not only build the foundation for ITSM Profession but also prepares the participants for the Foundation Exam.

This Program is an interactive training workshop, with classroom lectures, exercises and mock exams. These go much beyond just enabling the course participants successfully clear the ITIL V3 Foundation examination on first try, while explaining the practical concepts that facilitates implementation of these good practices within their organization.

### Why Choose Prudential

- Professional Assessment
- Personalized Mentoring
- ITSM based Training
- Exam. Preparation
- Exam Cram Sessions
- Exam Tips & Techniques
- Online/Phone Mentoring

### Who Should Attend:

IT Directors, IT Managers, IT Service Managers/Providers, Business Process Owners, Consultants & Individuals who expend the knowledge and skills of the internationally recognized best practice terminology, structure, basic concepts and the core principles of ITIL® v3 practices for Service Management & Ensure ITIL V3F Certification.

Workshop Investment

**Rs. 22,500/-**

10% Off for Early / Group Registration