

A complete ITIL Foundation training course...



...at your fingertips



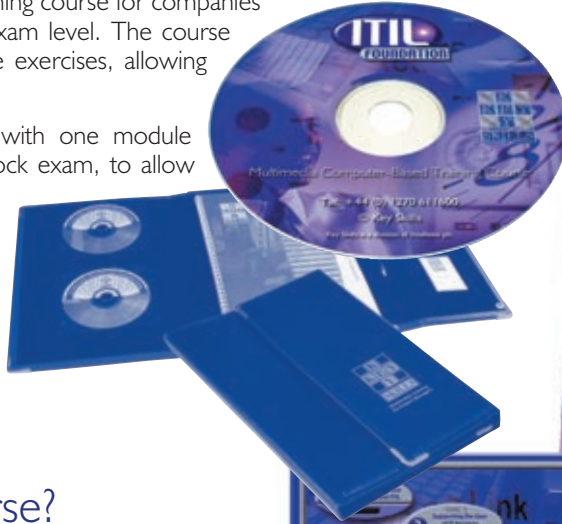
ITIL Multimedia Computer Based Training Course

The ITIL Foundation course is a completely integrated training course for companies and organisations that wish to train to ITIL Foundation Exam level. The course combines multiple voices, with animation, and interactive exercises, allowing learning at a time and pace to suit each and every student.

The ITIL Foundation course consists of seven topics, with one module dedicated to exam preparation, with a fully simulated mock exam, to allow students to test themselves prior to any actual exam.

What are the main benefits?

- Increased Student Confidence
- Mock Exam Simulator
- Better Pass rates
- Dual English Voices to keep learning interesting
- Self-paced, move forward as confidence increases
- On Demand, when required



Who will Benefit From the Course?

ITIL is primarily targeted at people responsible for managing the delivery of IT services. However, all staff involved in delivering IT services will find the course useful.

IT directors need to be aware of ITIL to ensure that appropriate staff members within their organisations have the required level of knowledge. It is also of importance to business staff, both managers and day-to-day customers or end users involved in building good relationships with their IT service providers.

Software developers, maintainers and testers need to be aware of IT service management requirements so that they can understand their relationship with IT service managers and ensure that requirements are incorporated into new and revised products and services from the outset. The guidance is useful to any size of organisation, in both the public and private sectors.

What's included?

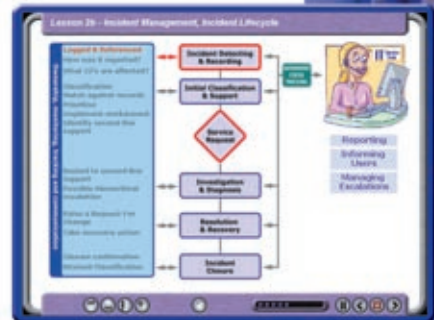
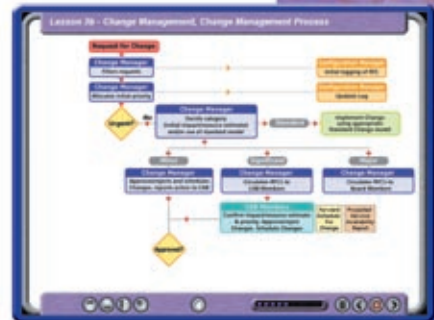
The full course can be delivered by CD-ROM, Network or Intranet, and provides training equivalent to a 3 day classroom-training course.

- A full Student manual reflecting the course content.
- It is important that your courses are kept up to date, and our licences are fully inclusive of our comprehensive maintenance and update service

Why computer based training?

Technological improvements and advances in educational design mean that modern cbt is no longer just a low cost alternative to traditional training methods. In many respects our courseware offers training which is superior to the majority of available "classroom" options.

Not only is the effectiveness of the training process enhanced - but the convenience and cost efficiency of cbt make it a compelling option for training in "hard" or non interpersonal skills areas.



Minimum Recommended Requirements

The course is designed to be run from a multimedia PC, with a CD-ROM and sound. The PC should have a minimum of 128MB memory and SVGA graphics.



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Course Synopsis



Topic
Overview of IT Service Management & ITIL

Synopsis

- ITIL & Quality Management
- Service Management and the Organisation
- Core ITIL Processes
- ICT Infrastructure

Topic
Supporting the Users of IT Services

Synopsis

- Service Desk
- Incident Management
- Problem Management
- Topic Quiz

Topic
Control Processes

Synopsis

- Configuration Management
- Change Management
- Release Management
- Topic Quiz

Topic
Service Delivery Building Blocks

Synopsis

- Availability Management
- Capacity Management
- Topic Quiz

Topic
Getting the Right Service Quality at the Right Price

Synopsis

- Service Level Management
- IT Services Financial Management
- Topic Quiz

Topic
Protecting Businesses and IT Services

Synopsis

- Business Capacity Management & IT Service Continuity Management
- Topic Quiz

Topic
Exam Technique

Synopsis

- How To Approach the Exam
- Hints and Tips

Topic
Mock Exam

Synopsis

- A full mock exam for ITIL Foundation level



For further information contact;

Key Skills, George House, Princes Court,
Beam Heath Way, Nantwich, Cheshire CW5 6GD
Tel: +44 (0)1270 611600 Fax: +44 (0)1270 628513

e-mail: sales@ksl.org or visit our web site at www.ksl.org
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