



SM-3020: ITSM - Best Practices Online Course

Reducing operations & support costs and improving service levels with globally accepted Best Practices

Benefits:

- Acquire an in-depth knowledge of the Service Delivery and Support processes.
- Understand and appreciate the linkages and dependencies between the processes.
- Acquire a working knowledge of ITIL terms and definitions to promote a common language in the workplace.
- Prepare to integrate and leverage the best practices in the workplace.
- Prepare for the certification exam.

"ITSM - Best Practices Online was the first ISEB accredited web-based training course that prepared the student to sit for the ITSM Foundation Certification. It won the itSMF's prestigious Innovative Product of the Year for 2001. It was the first, and still is arguably, the best web-based foundation training course available today."

David Nichols
President/CEO
ITSM Solutions LLC



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business partner



Course Description: Best Practices Online is a web-based ITSM Foundation course that introduces the student to the fundamentals of IT Service Management as described in the IT Infrastructure Library and the ten-core IT Service Support and Delivery processes. The course is delivered via the internet and presents the ITSM processes along with audio lectures and module quizzes.

Who Should Attend? Senior IT and business executives, IT management and staff, consultants, project managers, sales professionals and others interested in learning about IT Service Management.

Format: Interactive web-based lectures and quizzes. Nominal time for course completion is 9-12 hours. The course is available to the student for 60 days.

Curriculum: The course introduces the learning objects listed below for each of the IT Service Management processes (Incident, Problem, Configuration, Change, Release, IT Service Management, Availability, Capacity, IT Service Continuity, and Financial Management) and Service Desk

- Activities
- Process Relationships
- Benefits
- Problem Areas
- Critical Success Factors
- Key Performance Indicators

Prerequisites: None.

Examination (optional): A one-hour certification examination may be taken at the end of the course. Certification is through the Information Systems Examination Board (ISEB) or EXIN and may be taken at any of the Prometric learning centers around the world.

Price: \$495 (through 6/30/2007)

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Our extensive experience and proven methodologies keep your initiatives on track, resulting in a faster and larger Return on Investment.