

ITIL® v3 Intermediate Lifecycle Courses

Course Date	ITIL Intermediate Courses
3 intensive days Call - March - 2012	<p>ITIL® Intermediate (Service Transition) 3–days Including exam</p> <p>Certificate: EXIN ITIL® Service Transition [Ask for course agenda & description]</p> <p>This course immerses learners in the practical aspects and overall concepts, processes, policies and methods associated with the Service Transition phase of the Service Lifecycle. We will cover the management and control of the activities and techniques within the Service Transition stage. This course is designed using an engaging scenario-based approach to learn the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.</p>
3 intensive days Call - May - 2012	<p>ITIL® Intermediate (Service Operation) 3–days Including exam</p> <p>Certificate: EXIN ITIL® Service Transition [Ask for course agenda & description]</p> <p>This course immerses learners in the practical aspects and overall concepts, processes, policies and methods associated with the Service Operation phase of the Service Lifecycle. We will cover the management and control of the activities and techniques within the Service Operation stage. This course is designed using an engaging scenario-based approach to learn the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.</p>

Information and Registration

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**Instruction by
Exin-Certified
IT Service Manager**

• **Proof of ITIL V3 (ITSM Foundation Certification) is a pre-requisite to register to any ITIL Intermediate/Practitioner course.**