

ITIL® IT Service Management Practitioner Course Schedule

Course Date	ITIL Practitioner Courses	Register Before
5 intensive days Feb. 25–26–27 & March 2–3, 2009	<p>ITIL® Practitioner (IPRC) including exam (Configuration, Change & Release Management)</p> <p>Certificate: EXIN Release and Control Practitioner Certificate</p> <p>This course focuses on the implementation and management of the processes and functions involved in achieving control and stability within an IT infrastructure. These include effective Change and Release Management processes based on an effective Configuration Management system. It is aimed at optimizing quality of service by responding to the need for change in a controlled and time-effective manner while keeping information about the infrastructure up-to-date and relevant.</p>	February 4 2009
5 intensive days April 1–2–3 & 6–7, 2009	<p>ITIL® Practitioner (IPAD) including exam AGREE AND DEFINE (Service Level & Financial Management)</p> <p>Certificate: EXIN IT Service Management – Agree and Define</p> <p>This course focuses on the implementation and management of the processes involved in delivering quality service to the customer at a justifiable cost to both the internal IT organization and to the customer. This includes the planning, implementation and continuous service improvement techniques specific to the Service Level Management and Financial Management processes. In five days you will learn how to manage, organize and optimize the Agree and Define processes in an IT organization through interactive classroom training.</p>	March 13 2009

Information

and

Registration

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Instruction by
Exin-Certified
IT Service Manager

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