



You are Cordially Invited To Our ITIL® v3 Certification Course

Consistent set of Best Practices for IT Service Management that defines an approach to achieve business efficiency and effectiveness through quality services in the use of Information Technology

When: Jan. 30-31 | Mar. 19-20

Time: 8:30am – 5:00pm

Where: ExecuTrain de Puerto Rico

Rsvp: (787) 289-7850 Seats are limited.

ITIL® v3 Foundation Certification Course

More and more organizations are realizing the imperative of *improving quality* of IT Services as strategy for responding to current business challenges. Leaders today in a wide range of industries, are finding ways to apply the principles of *ITIL*® as a means of delivering effective services that creates value for the customer with the minimum amount of waste and the maximum degree of quality.

ITIL® Knowledge and understanding of *ITIL*® Best Practices will help any IT Professional to obtain the goal to align and manage effectively people, process and technology with the business.

The Key objectives of IT Service Management are:

- To Improve the quality of the IT Services Delivered
- To Reduce the long-term cost of IT Service Delivery
- To align IT Services with current and future needs of the business and its customers

If your organization is looking to reduce costs and improve quality of IT services – this course is for you. Learn from the experts how to;

- Deliver High Quality Support to Critical Business goals and needs.
- Lower the cost of IT Services necessary to be provided.
- Effectively Support Business Changes and constant deadline requirements as needed within time and budget.
- Make sure to match Quality of IT Services to Business Expectations.

All of the following attendees will benefit from this course;

- CEO's, CIO's
- VP Operations
- General Managers
- IT Managers
- Continuous Improvement Leaders
- IT Professionals & Supervisors
- Quality Managers & Supervisors
- Leaders and all of those in a position of cultural change

Align your IT Services with the Business Needs and **SAVE** time and money. Total of **2.5 day course**. Maximum groups of (25) participants. Our classroom material is audited and based on **APMG** official curriculum. **Exam review is included. Exam is optional after review** : 1 hr. test to complete 40-multiple choice questions.

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ITIL® Foundations Course:

~~Fee: \$1,100.00~~

\$995.00 for 2+ additional participants from same company / same date

Information and registration:

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