ITIL SERVICE MANAGER;

MARCH 8 – 13, 2010

VENUE: WEST BREEZE HOTEL, UPPERHILL

itSMF® KENYA

The IT Service Management Forum

"Training, Implementation and Maintenance of Benchmarks in IT Governance"

www.itsmfea.co.ke

Quintica

ITIL®

CERTIFICATION REQUIREMENTS

- ITIL Foundation Certification is a pre-requisite
- Attend a 2 part training course, i.e. Service Delivery & Service Support, offered by Quintica, an Accredited Training Organization (ATO)
- Attempt and pass an accredited in-course assessment offered during the training course
- Attempt and pass a 2 part international examination, i.e. for Service Delivery & Service Support

TRAINING COSTS

COURSE	DURATION DAYS	INVESTMENT (USD)
ITIL® V2 Service Managers*	6	2,880
ITIL® V2 Managers Service Support – Exam	3hrs	240
ITIL® V2 Managers Service Delivery – Exam	3hrs	240
TOTAL		**3360.00**

- All Fees are per delegate attending
- All Fees are inclusive of:
  - Course materials
  - ITIL Accredited Instructors fees
  - catering and refreshments
- *We recommend that delegates purchase the optional OGC Red and Blue books; at $160 each. All orders for the books should be made at least 2 weeks in advance.
- All fees are exclusive of VAT

PARTICIPANT REGISTRATION PROCESS

Fill in the accompanying **Registration Form** and send (or hand deliver) to:

QUINCY KAMINA
info@itsmfea.co.ke
Forum General Manager
IT Service Management Forum of East Africa
PO Box 23622 – 00100 Nairobi, Kenya
Office 1602, 16th Floor
Posta Sacco Plaza, University Way
Nairobi

Please see accompanying **ITIL V3 Expert Training Program** for more details.

For more information:
Tel: +254 772 735 033; +254 724 735 033
Email: info@itsmfea.co.ke
Website: www.itsmfea.co.ke