

# ITIL FOUNDATION & INTERMEDIATE COURSES

## PUBLIC SCHEDULE

### ITIL® V3 FOUNDATION

This is an intensive, fully accredited programme for all IT Professionals looking to start their ITIL® Certification track. Based on the official syllabus, the ITIL® Foundation Certificate in IT Service Management guides candidates through the required elements of ITIL® and provides the necessary features to aid in preparing for the final exam. Quintica run a series of both Private and Public courses. Dates for public courses are listed below:

Month	Course Dates
August 2010	16 – 18
September 2010	13 – 17
October 2010	12 – 14
November 2010	15 – 17
January 2011	17 – 19
February 2011	14 – 16
March 2011	14 – 16
April 2011	18 – 20
May 2011	16 – 18
June 2011	13 – 15

### ITIL® V3 INTERMEDIATE

The intermediate level qualifications are split into two distinct streams, the lifecycle stream which is based on the 5 books that make up ITIL® v3 and the Capability stream which focuses on clusters of process activity, their use and execution. The full range of Intermediate courses are:

#### Service Lifecycle Modules

- Service Strategy
- Service Design
- Service Transition
- Service Operations
- Continual Service Improvement

#### Service Capability Modules

- Service Offerings and Agreements
- Release, Control and Validation
- Operational Support and Analysis
- Planning, Protection and Optimisation

ITIL® v3 Intermediate courses are available as in-house/corporate courses. Dates for public courses are listed below:

- **ITIL V3 Service Capability – Operational Support and Analysis (OSA)**  
September 6-9, 2010  
March 7-10, 2011
- **ITIL V3 Service Capability – Release, Control and Validation (RCV)**  
October 4-7, 2010  
April 4-7, 2011
- **ITIL V3 Service Capability – Service Offerings and Agreements (SOA)**  
November 8-11, 2010  
May 9-12, 2011
- **ITIL V3 Service Capability – Planning, Protection and Optimisation (PPO)**  
February 7-10, 2011  
June 6-9, 2011