

ITIL® V3 FOUNDATION COURSE

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 ITIL v3 Foundation Courses (3 Full Days) are listed below:

MONTH	COURSE DATES
September	13, 14 & 15
October	18, 19 & 21
November	15, 16 & 17
February	14, 15 & 16
March	14, 15 & 16
April	18, 19 & 20
May	16, 17 & 18
June	13, 14 & 15

ITIL® V3 INTERMEDIATE COURSES

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. ITIL® v3 Intermediate courses are available as in-house/corporate courses. 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

Dates for public ITIL v3 Intermediate Courses (4 Full Days) are listed below:

ITIL v3 Service Capability – Operational Support & Analysis (OSA)

October 11-14, 2010

ITIL v3 Service Capability – Release, Control & Validation (RCV)

November 8-11, 2010