

ITIL® FOUNDATIONS

About HDI®

HDI, the world's largest membership association for IT service and support professionals, focuses on establishing best industry practices, developing certification and training programs based on internationally-recognized standards, and providing members with timely access to valuable industry resources and events.

Course Overview

The ITIL® Foundations Certification course provides IT professionals with accredited industry certification of the ITIL best practices framework. During this two and a half day course, participants gain a fundamental understanding of how IT service and support can be aligned with business needs to improve quality of service and reduce long-term costs.

In an interactive dialogue-based setting, process consultants with years of experience will teach students how to:

- Understand the ITIL framework and its relationship with the 10 foundational processes and service desk function
- Utilize the ITIL processes in any size organization
- Align IT services with the current and future needs of the business or customer
- Improve the quality of IT service
- Reduce the long-term costs of IT service provisions
- Promote a common vision and language within the IT infrastructure

Who Should Attend

Course participants should have one to two years experience in the following environments:

- Help Desk, Service Desk, Technical Support, Process Leadership and Call Center
- Change Management, Release Management, Service Level Management, Availability Management, Capacity Management, Financial Management for IT
- IT Professionals who desire to achieve ITIL Practitioner or Masters Level

Pre-requisites

No previous training is required.

Training Methods and Pricing

Includes instruction and certification exam

On-site: A two and a half day course conducted at your company's site.

Call **1-800-248-5667** for pricing.

Classroom: Interactive two and a half day course among peers.

HDI member price: \$1,395 per person

Non-member price: \$1,495 per person

Certification

A one-hour proctored ITIL® Foundations Certification exam will be given on the last day of the course.

How to Register

Call: **1-800-248-5667**

Visit: www.ThinkHDI.com/training

