



## ITIL Training

In the past few years, there has been a dramatic significant shift towards the adoption of ITIL “best practice” as a reference model to improve the overall quality of IT services, to reduce costs and to improve IT’s alignment with business goals. As a result, the number of IT professional seeking to understand the principles and “good practices” of IT Service Management as documented in the IT Infrastructure Library or ITIL and wanting to improve their professional credential by attaining ITIL certification has grown proportionately.

Since 1999, thousands of IT professionals have selected InteQ as their ITSM / ITIL training provider. InteQ offers traditional classroom training at our training facility and corporate locations. InteQ offers computer based training for IT professionals that prefer a learning approach that allows them to learn when time permits and at their own pace, to replay or review material as needed, and to allocate as much time as necessary to prepare for the certification exams.

InteQ is an authorized training provider or ATO committed to providing only accredited ITIL course materials. InteQ courses are designed and delivered by experienced and highly certified ITIL consultants.

### **ITIL/ITSM Online**

ITIL V2 Foundation Online - Introduced in 2001, the ITIL® v2Foundation Online is a fully accredited web-based training class that prepares an IT professional for the ITIL v2 Foundation Certification examination. The course covers the same materials found in a traditional ITIL v2 Foundations classroom course. Its integrated multimedia capabilities and support services have proven to be a convenient and cost-effective training alternative for thousands of IT professionals.

ITIL V3 Foundation Online - ITIL® v3 Foundation Online is a fully accredited web-based training class that prepares a student to take the ITIL v3 Foundation Certification examination. The course covers the same materials found in a traditional ITIL Foundations classroom course. The course leverages the integrated multimedia capabilities and support services of a proven learning system. Its self paced, web based approach provides a convenient and cost-effective training alternative for busy IT professionals

### **ITIL/ITSM Classroom**

ITIL V3 Foundation Classroom - ITIL® v3 Foundations is a fully accredited three day class which can be delivered at InteQ’s training center or corporate locations. The course is designed to provide a foundational level of knowledge on ITService Management and ITIL “best practices” and prepares an IT professional for the ITIL v3 Foundations Certification examination. InteQ's certified instructors are experienced consultants that enhance the learning experience with practical, real world examples. The course makes use of module exams, practice certification exams, classroom exercises, and provides study guides and other reference materials helpful in preparing an IT professional for the certification exam.

ITIL V3 Foundation Bridge - The ITIL Version 3.0 Foundations Bridge course provides an IT professional with a fast track method to upgrade their ITIL Version 2.0 foundations level of knowledge and certification to the current level. The course introduces attendee to new content introduced with ITIL Version 3.0 and acquaints the attendee with significant changes to well known content described within ITIL Version 2.0.

ITIL Service Manager - InteQ’s ITIL Service Manager Certification is a comprehensive, advanced training program intended for service management professionals who will be involved in the implementation of service management and/or have management responsibilities for the support and/or the delivery of IT Services. The program includes two courses, Service Support (5 days) and Service Delivery (5 days), as well as a Exam Preparation Workshop (2 days) and the Service Manager Certification exams.