

**COST-EFFECTIVE TRAINING & PROFESSIONAL DEVELOPMENT FOR ITIL RESOURCES**

## ITIL Certification Offerings

We offer a full range of IT Infrastructure Library (ITIL) Instructor-Led Training courses, customized for client-site delivery, or through public education channels.

- Courseware provided by well-respected Accredited Training Organizations (ATOs)
- Instructor-Led Training courses are provided by Accredited Instructors with high pass-rate records
- Proctored examinations included in the class participation fees

Our featured offering is an Instructor-Led ITIL V3 Foundation Certification Course, which includes the following items:

- A 3-day hands-on course, offering students content preparation for the ITIL V3 Certification Examination and the fundamentals of IT Service Management
- Provides valuable practical experiences of senior-level ITIL implementation consultants, as well as exam content preparation
- The course features Instructor-Led lectures, student discussion, practical exercises, exam taking guidelines, and practice tests
- Client-site training classes feature customized training periods to minimize workflow disruption for students

## Content and Scope

We offer both Instructor-Led Training (ILT) and eLearning alternative education options for the entire ITIL "Training Pyramid." The ITIL V3 Foundation examination is a standard 40-question multiple choice exam, and the Intermediate-level courses feature scenario-based case studies with multiple choice "options."

Foundation, Intermediate and Advanced Certification Courses, include:

- **Foundation:** The ITIL V3 Foundation Certification course focuses on basic concepts of IT Service Management, and process/function details of the V3 Service Lifecycle. Duration: 3 days (including exam)
- **Intermediate:** The Intermediate level courses for ITIL V3 Certification, include Life Cycle classes for each of the major stage (Strategy, Design, Transition, Operations, and CSI) of the V3 Framework, and a Capabilities track for ITIL practitioners (OSA, PPO, RCV, and SOA) Duration: Life Cycle 3 days each, Capabilities 5 days each
- **MALC:** Managing Across the Life Cycle is a capstone course that integrates all of the ITIL V3 Framework content in a practical setting

We also offer eLearning alternative education courses for organizations with high-volume ITIL certification needs, supplemented by ILT "Boot Camps"

### Course Information

*Our featured course is the ITIL V3 Foundation Certification.*

*This Service includes ITIL Accredited courseware, Instructor-Led Training for 3 days, and a proctored Certification Examination.*

### Delivery Options

- *Lecture-based Instructor-Led Training*
- *eLearning alternative courseware*
- *Client-site customized ITIL training & Prof Development*

### Student Feedback

**"Instructor was excellent, and made the material very understandable. Best instructor I have had in a long time."**  
**"Teacher was very thorough and knowledgeable. Did not rush, and was always available for the students."**

### Contact Information

Karena Angell  
 202.549.6365 or 949.235.8946  
[Karena@discoveritsolutions.com](mailto:Karena@discoveritsolutions.com)