



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

Prerequisites

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

HDI certification exams are offered globally through Pearson VUE Testing Centers. Upon completion of the course, each student is provided with certification instructions and a testing voucher.

How to Register

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

Visit: www.ThinkHDI.com/training

