A two day workshop on

ITIL® V3 Foundation Training Course

(prepare for the Foundation examination and beyond …)

Bhubaneswar, August 5 - 6, 2010

About the Course

The ITIL v3 Foundation course is an interactive training delivery, with classroom lectures, exercises and mock exams to support the theoretical concepts. These go much beyond just enabling the course participants successfully clear the ITIL V3 Foundation examination, while explaining the practical concepts that facilitates implementation of these good practices within their organization.

Course Objectives

This course helps the participants to attain a holistic view to understanding ITIL® V3 and obtain insight into objectives and concepts of ITIL processes. The benefits of effectively implementing ITIL processes in an organization are also discussed.

Course Agenda

Introduction
Service Strategy
Service Design
Service Transition
Service Operations
Continual Service Improvement
ITIL Version 3 Qualifications
Review and Closure

Additional topics: Guidance for Exam, (refer Website for details)

QValue Services
www.qvalueservices.com

SEI Partner CMMI

PMI Project Management Institute R.E.P.

About QValue Services

QValue Services is a premier provider of quality and process consulting services based at Kolkata, India. As licensed partner of SEI, QValue Services also functions as a single-window service provider for CMMI® V1.2 Appraisal services. In the capacity of a PMI Registered Education Provider (R.E.P.), QValue Services is capable of providing world-class effective project management training necessary to earn and to maintain PMI professional credentials.

Program Director & Faculty

Mr. Saswata Dutta is a SCAMPI Lead Appraiser for Development v1.2 (Certified) and SEI-Authorized SCAMPI[SM] B & C Team Leader. Saswata has more than 19 years of experience with reputed organizations such as TCS, DRDO, QAI India Ltd. in projects, process, trainings, consulting

A Post Graduate in Engineering (M Tech with First Class Honors, Gold Medalist), he is a member of IEEE (US) for 17 years, ITIL V3 certified, CSQA, ISO Internal Auditor, trained Internal Assessor for Business Excellence model inline with MBNQA.

Saswata is the co-convenor of Ad hoc IT service management mapping group in India, formed under ISO/IEC JTC1 SC7 to map ITIL and COBIT with ISO 20000 standards

Target Audience

This two-day course is essential for those who wish to be ITIL V3 foundation certified as well as learn ITIL processes from practical view.

Typically, it is very beneficial for the following personnel

- IT Service personnel
- Project Manager / Leader
- Senior Management

Registration Information

Course date and Venue: August 5 - 6, 2010 , at a Training Centre at Bhubaneswar
Course Timings: 9:30 AM – 5:30 PM, Registration starts at 9 AM

Course material, lunch & Tea: INR 14000 + 10.3 % Service Tax per participant
Cheque/DD is payable to 'QValue Services'. For Outstation, only DD is accepted.

Registration detail with course fee to reach QValue Services by July 30, 2010.
Register by July 23, 2010 for **Early bird** discount **of 10%** on course fees.
Special discount on course fee for Group registration (15% for 3 - 5 nominations, and 20% for 5+ nominations)

Contact Details

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ITIL® V3 Foundation Training Course - Registration Details

(Please copy the form details below and click here to send details by e-mail OR contact us online)

Participant Name:	_____	Organization Name:	_____
Designation:	_____	E-mail:	_____
Phone Contact No.:	_____	Mobile No.:	_____
Chq / DD No. & dt:	_____	Chq / DD Drawn On:	_____

For any further information or unsubscribe option, contact: qvalue@qvalueservices.com