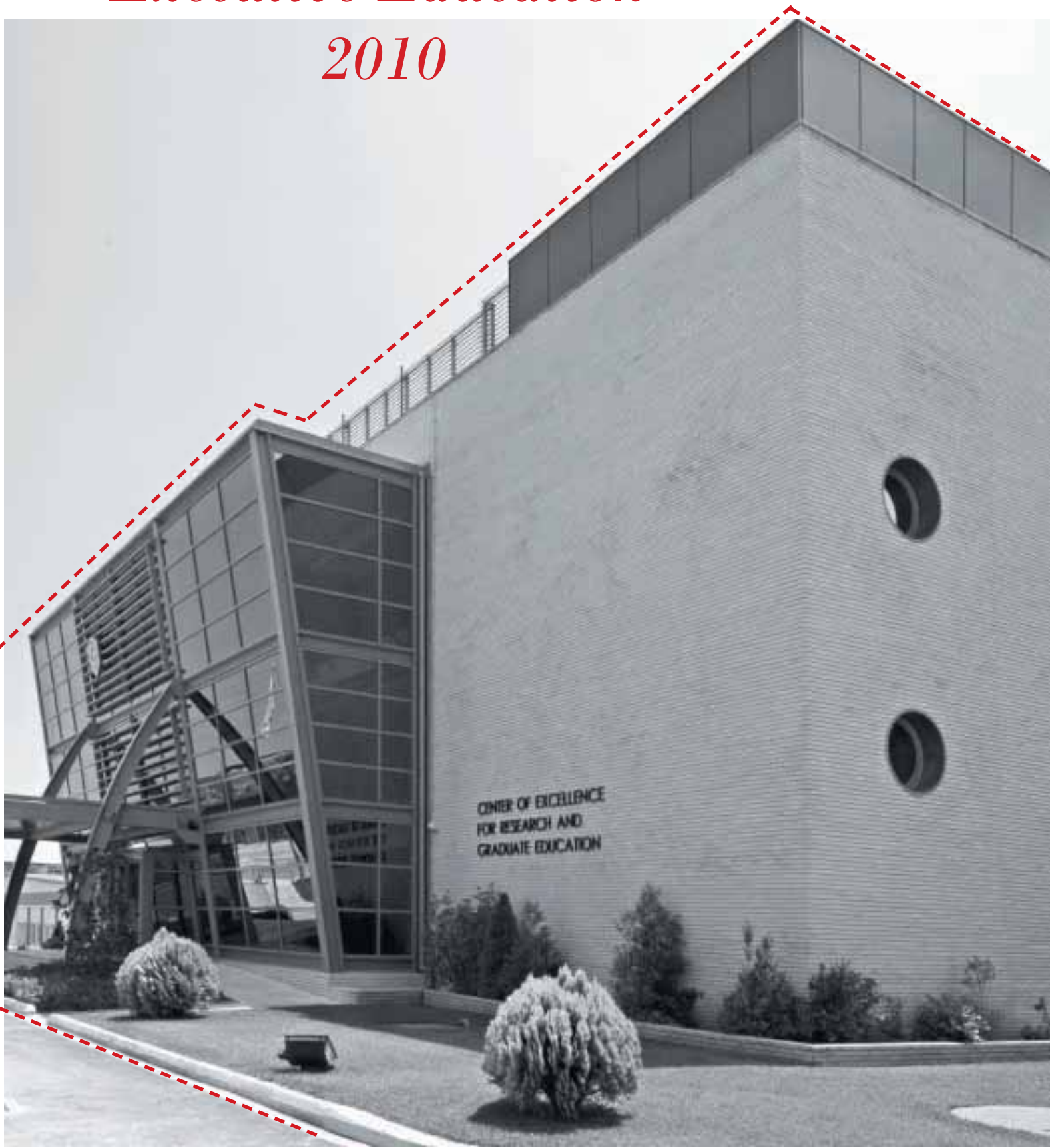




**ATHENS INFORMATION TECHNOLOGY**  
CENTER OF EXCELLENCE FOR RESEARCH AND GRADUATE EDUCATION

# *Executive Education*

## *2010*



# *AIT at a glance*

## **An international center of excellence**

Athens Information Technology (AIT) is a non-profit center of excellence for research and graduate education in the fields of information technology, telecommunications, electronics, and management. AIT was established in 2002 by the INTRACOM Group to foster development in the areas of knowledge and innovation.

## **High-caliber academic staff**

AIT operates independently and its programs and activities are determined by international academic and research criteria. Since its foundation, Athens Information Technology (AIT) has grown rapidly. Its momentum is best demonstrated through its expanding and diverse portfolio of graduate degrees, research activities, and executive training programs, positioning it to become a leading regional institution. An Academic Council of internationally renowned scientists plays an influential role in shaping the academic identity of the center and is supported by AIT's high-caliber, exceptionally distinguished faculty, recognized for their academic achievements and commitment to excellence.

## **The Academic Council:**

Prof. Anthony G. Constantinides - Electrical and Electronic Engineering, Head, Communications & Signal Processing Group, Imperial College

Prof. Christos C. Halkias - Dean, Athens Information Technology

Prof. Pradeep Khosla - Dean, Carnegie Institute of Technology, Philip and Marsha Dowd Professor of ECE and Robotics, Co-Director, CyLab

Prof. Dr. Kurt Melhorn - Director, Max-Planck-Institut for Computer Science

Prof. Max Nikias - Dean, School of Engineering, University of Southern California

Prof. Yuri S. Osipov - President, Russian Academy of Sciences

Prof. Chistos Papadimitriou - Chairman, EECS

Dept., University of California at Berkeley

Prof. Dimitris Pavlidis - Department of Electrical Engineering & Computer Science, University of Michigan

Prof. John G. Proakis - Department of Electrical and Computer Engineering, Northeastern University

Prof. Jeffrey D. Ullman - S. W. Ascherman, Professor of Engineering, Department of Computer Science, Stanford University

Prof. Reijo Vihko - President, Academy of Finland

## **World-class postgraduate education**


The continued success of the Master of Science in Information Networking (MSIN) program, offered in partnership with the world-renowned US academic institution Carnegie Mellon University, has greatly added to AIT's regional and international prestige and role in this field. The addition of the Master of Science in Information & Telecommunications Technologies (MSITT) and the Master of Science in Management of Business, Innovation & Technology (MBIT) have increased AIT's already culturally diverse student body. To date, AIT has granted more than 250 scholarships to students from over 20 countries.

## **Special training programs**

AIT's courses have expanded to include executive training programs offered in collaboration with Harvard University's John F. Kennedy School of Government to address the importance of leadership, negotiation, conflict resolution, and strategic management. Summer School programs substantially enrich the participants' backgrounds with knowledge and skills in the areas of engineering, technology, management, and innovation.

## **Advanced research**

AIT's research activities and resolute commitment to technological innovation and education have enabled AIT to forge links with internationally recognized institutions, including Carnegie Mellon



University, Imperial College, the National Technical University of Athens, Queen Mary University, University of Catalonia and Oxford University, among others. These high-level partnerships have enhanced AIT's recognition in the wider academic and scientific community.

AIT collaborates with international scientific/research centers such as: Demokritos, INRIA, IRST, EPFL, Fraunhofer and the research and development departments of large industries, such as IBM, INTEL, SUN, INTRACOM, among others.

#### The core areas of AIT's research are:

- Autonomic and grid computing
- High-speed networks and optical communications
- Broadband wireless and sensor networks
- Software engineering and web applications
- Algorithms and security
- Embedded Systems

Research activities and achievements are measured against a set of widely recognized academic criteria and appear in an extensive list of publications and presentations.

#### International Summer Schools: An alternative approach to learning

Since 2005 AIT has organized annual international summer seminars on key technological and scientific issues. The Summer Schools significantly benefit students by exposing them to the latest advances in computing, networking and telecommunications and are invaluable assets for:

- Developing a basic knowledge of ICT's key elements
- Identifying areas for research, academic interest, and competitive advantage in the emerging ICT era
- Understanding technology directions that can impact career related choices

The Summer Schools offer a balanced mix of courses, laboratory activities, and social events, as well as visits to companies and corporations.

# Master Programs

## Master Programs

Education at AIT is multidimensional. It centers around the areas of information networking, information technologies, telecommunications and technology and innovation management. Through superior teaching and state-of-the-art facilities, AIT provides an exciting and innovative academic environment and offers the following top-level graduate programs:

### MSc in Information Networking - MSIN

- \* Carnegie Mellon's unique 16-month interdisciplinary program
- \* Addressed to graduates of Computer Science, Computer and Electrical Engineering
- \* Duration: 16 months full-time, 32 months part-time
- \* Curriculum:

Courses	Fall Semester	Spring Semester	Summer Semester
<b>Core</b>	Information Systems Modeling	Distributed Systems	Graduate Project
	Packet Switching and Computer Networks	Mini – MBA (Managerial Economics/ Business Management)	
	Fundamentals of Embedded Systems		
	Policies of Wireless Systems and the Internet		
<b>Elective</b>	Algorithms	Optical Networks	Electronic Commerce Technologies
	Wireless Communications	Introduction to Computer Security	Advanced Operating Systems & Distributed Systems
	Digital Communications	Advanced Digital Signal Processing	Advanced Perception
	Programming Languages	Sensor Networks	
	Special Topics on Communications & Networking	Strategy & Management of Technological Innovation	Digital Communications and Signal Processing Systems
	Special Topics on Dependable Systems	Special Topics: Multimedia Information Retrieval and Data Mining	Multimedia Communications: Coding, Theory and Networking
	Special Topics on Applied Cryptography	Telecommunications, Technology Policy and Management	Independent Study
Independent Study			

## MSc in Information & Telecommunications Technologies - MSITT

- \* A specialized academic program, providing the training and knowledge to meet the increasing demands of the high-tech labor market
- \* Addressed to graduates of Computer Science, Telecommunications, Physics, Applied Maths, Electronics and other science related fields
- \* Duration: 12 months full-time, 24 months part-time
- \* Curriculum:

Courses	Fall Semester	Spring Semester	Summer Semester
<b>Core</b>	Programming & Data Structures	Operating Systems	Graduate Project
	Data Networks		
	Object Oriented Programming	Microprocessors & Embedded Systems	
	Telecommunications Systems		
<b>Elective</b>	Database Systems	Ambient Intelligence Lab	Electronic Commerce Technologies
	Wireless & Optical Communications	Broadband Networks	Telecommunications & IT Management
		Software Engineering	Distributed Systems
		Introduction to Cryptography & Computer Security	Knowledge Engineering
	Web Technologies	Wireless Networks	Independent Study
		Programming for Enterprise Systems	
Digital Signal Processing			

## MSc in Management of Business, Innovation & Technology - MBIT

- \* A unique techno-economic program offering the necessary background and skills for a successful international professional career in the ICT Industry
- \* Addressed to professionals with at least two years of working experience in the ICT Industry
- \* Duration: 12 months full-time, 24 months part-time
- \* Curriculum:

Courses	Fall Semester	Spring Semester	Summer Semester
<b>Core</b>	Innovation Management & Entrepreneurship	Strategic Management	Graduate Project
	Accounting & Finance	Strategic Marketing of Services & Products	
<b>Mandatory Executive Course</b>		Harvard Executive Course on Negotiation	
<b>Elective</b>	Market Perspective of the Information & Communications Technologies (ICT) Industry	Techno-Economic for Value Analysis	Logistics & Supply Chain Management
	Systems Analysis & Design	Management of Information Systems - MIS	Project Management
	Regulatory Framework of the ICT Industry	e-Business	ICT Security
<b>Elective</b>	<b>"Meet the Industry" Series of Seminars</b>		

**Note:** All the above courses may be offered independently to corporate partners

# Business Services

AIT interfaces with the industry through its Business Services. AIT offers its public and private partners a dynamic and flexible structure allowing the initiation and management of projects and activities linked to academic expertise on information and communication technologies and innovation management.

At AIT we recognize that trainees come to us with skills in hand and plans in mind. Executive Education Programs participants learn business practices and the underlying technology that makes them work. They have access to the latest business concepts before they hit the marketplace, preparing them to identify and capitalize on opportunities.

## Executive Education ranges from

- Open enrolment Professional Education Programs, announced during Spring and Fall semesters
- Commercial and Contractual Training Outsourcing: to support products, services, projects
- Tailored Executive Training, designing programs and support services to meet your needs
- Accredited Training Programs  
IT Service Management & Governance  
ITIL, ISO 20K, CobiT, Certifying Bodies Exin  
ISACA, ItsMF, AIPMM
- CISCO, SUN, MICROSOFT Training Courses

## Conferences, Fora and Workshops at AIT

- The Art and Science of Negotiation is designed to benefit upper-middle and senior managers and professionals in the public and private sectors who face significant change and transition in their workplace and/or societies, and who would like to enhance their influence both internally and externally. Individuals in all functional areas of responsibilities and all industries will benefit from this program. Professor Brian Mandell, Director of the Kennedy School Negotiation Project at Harvard University, January 2009.

- The 11th International Conference on Optical Networking Design and Modeling - (ONDM)  
The ONDM conference is a major event in the area of optical networking addressing recent advances in the design, modeling and implementation of optical networks.
- AIT Annual Forum on Broadband Wireless Access: WiMAX and the Road to Broadband Wireless Access:
  - WiMAX Technology Roadmap & Vendor Solutions
  - Network Deployment Scenarios
  - WiMAX Services & Market Status
  - Techno-Economics & Business Models
  - Policy & Regulation issues
- PRACSE: AIT Annual Workshop on PRactical AspeCts of Security
  - PRACSE 2008-INA 4<sup>th</sup> Regional Electronic Security Forum, Thessaloniki
  - PRACSE 2007-keynote speaker: Prof. Bart Preneel
  - PRACSE 2006-keynote speaker: Philip R. Zimmermann - Creator of PGP

**Research for your business or sector**  
by an AIT graduate student

**Knowledge Transfer Partnerships**  
that provide your company with the dedicated expertise of one of our graduates to help you realize a major project

## Career Office:

- Recruit a MSIN, MSITT or MBIT graduate. Our graduate combines academic rigor with practicality and ICT expertise
- MSc projects offering your organization high quality consultancy
- Internships

**Reserving state-of-the-art facilities**  
at competitive values

- Amphitheatres
- Labs



- **Tailored Executive Training**

Flexible, Personalized, Confidential, Job-related, Cumulative

The people inside your company are your most valuable resource. The organization's human capital is the sum of the knowledge, attitude, and competencies of its people.

The AIT approach to custom learning is based on understanding both the strategic aims of your business and the real needs of its people, teams and systems, in order to deliver practical solutions that directly contribute to the growth of the company. Executive education programs now occupy a strategic role. AIT programs are focused on transforming management and technology into an instrument of change.

We challenge assumptions and always search for better answers. We teach executives a framework for generating the best technology solutions and applying them effectively. Whether our custom learning initiatives focus on strategic alignment, leadership development, action learning, change management, or any other area of performance, one outcome is certain: participants will emerge as better thinkers, with a firm grasp on applying tested concepts and technology aspects to the issues at hand.

- **Accredited Training Programs**  
in collaboration with **Quint Wellington Redwood**

Quint is a global organization that has specialized in IT Management Consulting, Education and Measurement solutions for over 15 years and teaches over 17,000 professionals per year.

Quint trainers have proven to achieve the best exam pass rates and have extensive practical experience on the topics they teach as consultants.

Quint administered the first ITIL v3 Foundations training/exam in the world for a Fortune 100 company.

# Executive Training

## • Open Professional Education Programs

2010

Professional Education Program	Dates	Duration(hours)
- Advanced Java Programming- SL275 Certification	January 25-29	40
- B2B Telecom & IT Sales	January 27-29	18
- Java Programming Workshop SL 285 Certification	February 1-5	40
- Project Management - PMI Methodology	February 8-10	24
- e-tutor	February 5 & February 11	15
- Smart Buildings Applications: Technology & Services	February 8-10	18
- Certified Ethical Hacking	February 22-27	38
- ITIL v3 Foundation Course Wall Str Simulation	February 17-19 & June 2-4	24
- Corporate Social Responsibility: Best Practices	February 25-26	12
- Telecommunications and IT Management	March 1-3	18
- Open Source Web Applications Development FJ-310 Certification	March 8-12	40
- Telecommunications and IT Industry - RFP Process	March 10-12	24
- Wireless Local Area Networks (WLANs) using 802.11 (WiFi) standards	March 15-17	18
- Presentation Skills	March 17-19	24
- The Art and Science of Negotiation	April 14-16	24
- Certified Scrum Master: Agile/XP principles and practices	April 19-20	16
- Strategic Marketing of Technology Services & Products	April 19-21	24
- Unified Modeling Language	April 19-21	18
- PMP – Certification Exams Preparatory Program	April 19-23	40
- Management of Information Systems-MIS	April 26-28	18
- Project Management – PMI Methodology	May 10-12	24
- ICT Convergence	May 12-14	24
- J2EE Overview	May 12-14	15
- Cryptography: Data and Network Security	May 13-14	12
- Techno-economic Analysis for Broadband Networks+ Lab	May 17-19	24
- Cooperative Communications and Distributed Antenna Arrays	June 7-9	18
- Enterprise JAVA for Managers	June 17-19	15
- Simulation techniques and software tools for performance evaluation of data networks	June 18-21	24
- LTE vs WiMAX: the 4G Rivalry	July 1-2	18
- Certified Product Manager	July 5-7	18
- Telecoms for non Engineers	July 7-9	24
- Enterprise JAVA for Developers & Architects	July 7-9	15
- Certified Product Marketing Manager	July 8-10	18

## Indicative list of available courses

### Combined Courses: Management and Technology

Creating & Capturing value in the Converging ICT Industry  
 Telecommunications and IT management  
 Management of Information Systems (MIS)  
 Supply Chain Management Essentials  
 Wireless and Mobile Communications: Technological Issues & Market Trends  
 Strategic Marketing of Services & Products  
 Enterprise Java for Managers  
 Practical Systems Modeling Signal Processing, Communications and Finance using MATLAB  
 Project Management for ICT Project  
 B2B Telecom & IT Sales

### IT

Autonomic Computing: Self-Managing IT Systems  
 Designing and Implementing High Performance Distributed Systems  
 Practical Systems Modeling  
 Parallel Programming for multi-core processors  
 Key Technologies and Emerging Trends  
 Biometric Systems  
 Smart Buildings Applications: Technologies & Services

### Management

The Art and Science of Negotiation  
 Contract Theory for Managers  
 Telecommunications and IT Industry - RFP Process  
 Corporate Social Responsibility: Best Practices  
 Power Presentations- A Skills Building Master Class



### **Finance**

Finance for Non-Financial Executives  
Techno-economics for Value Analysis  
Risk Management and Business Continuity Planning

### **Communication Networks**

ATM Networks and Switching Systems  
Design and Performance Considerations in  
TCP/IP Networks  
Session Initiation Protocol (SIP)  
GMPLS & Control Plane Technologies

### **Mobile and Wireless Communications**

Smart Antenna Technology for Wireless  
Communications  
Antennas for Mobile Applications  
Wireless & Mobile Communications  
RFIDs  
UMTS from Physical Layer to System Architecture  
& Functional Operation  
Sensor Networks: A Digital Bridge to the  
Physical World  
Short-Range Wireless Communications  
Converging Mobile Networks: 3G+ & WiMAX  
BWA Emerging Architectures in 4G Systems  
Wireless Local Area Networks using 802.11 standards  
Cooperative Communications  
& Distributed Antenna Rays  
Simulation Techniques & S/W Tools for  
Performance Evaluation of Data Networks  
LTE vs WiMAX: the 4G Rivalry

### **Broadband Networks**

Next generation SDHSONET  
Applications, Requirements and Technologies for  
Broadband Networks  
Broadband Access beyond ADSL: Pushing Fiber  
Closer to the Customer  
Broadband Access Communications: Theory &  
Practice of Transceiver Design  
Broadband Wireless Access Network  
MPLS Traffic Engineering  
Techno-economic Analysis for Broadband Networks

### **Operating Systems**

The UNIX Operating System

### **Optical Networks**

Optical Fibre Communications: Theory & Practice  
Challenges and Solutions in Evolving Optical Networks  
How to Engineer Practical Optical Communication  
Systems for Long-Haul, Metro and Access Networks  
Information Security  
Cryptography and Data Security  
Information Security  
An Overview of the Future Challenges to  
Information Security  
Cryptography: Data and Network Security

### **Programming - Software Engineering**

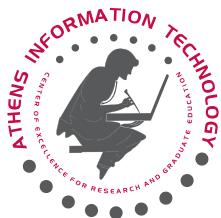
Software Engineering  
Unified Modelling Language  
Object Oriented Programming  
Advanced Software Engineering  
Software Engineering and the Rational Unified Process  
Development of Programs  
Programming in C, C++ , Java  
Programming for multi-core process  
Enterprise Java for Developers & Architects

### **Web Technologies & Applications**

Semantic Web Technologies  
Comprehensive Web Services using .NET  
Comprehensive Web Services using Java  
Web development Through Scripting Languages  
Enterprise Java Seminar Series  
JavaEE Overview  
JavaEE for Technical Project Managers  
JavaEE for Architects and Senior Developers  
JavaEE and Enterprise Java Beans Patterns  
Mastering XML using .NET  
Mastering XML using Java  
Semantic Web Technologies: An Introduction

### **ORACLE**

Oracle Enterprise Application Development  
Oracle Architecture, Oracle SQL, Oracle PL/SQL  
Java/JavaEE Development with Oracle



## Executive Education



B2B Telecom & IT Sales  
AIT Master Class  
by

**Antonis Rousseas**

Member of the Board of Directors  
Ericsson Hellas

[Register Now](#) ▶

[Learn More](#) ▶

## B2B Sales of Products & Services in the Telecom & Information Industries

Why are telecom operators, equipment suppliers reorganizing aiming to a cost-base reduction, through differentiation strategies and tactics?

Seize the opportunity to be taught by an accomplished CIM Certified instructor, conference speaker article publisher specializing in Strategy and B2B Sales and Marketing. Previously separate markets such as media, internet & telecom services are being increasingly intertwined. Complexity and competition have created a market with great new opportunities for innovation and growth. Executives in these industries need more and more Leadership, Sales Management and Marketing knowledge and skills to cope in the new environment. [Learn More](#) ▶

Who should Attend	Topics to be covered	Reading Material	The Instructor
Executives: <ul style="list-style-type: none"> <li>· with Marketing/Sales experience</li> <li>· working for active B2B organisations</li> <li>· participants from the following industries will benefit most:               <ul style="list-style-type: none"> <li>· telecom operators, telecom &amp; info equipment suppliers,</li> <li>· outsourcing service providers,</li> <li>· all manufacturing industries</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>· Marketing &amp; Sales</li> <li>· Market Research, Segmentation &amp; Positioning in B2B environments</li> <li>· Design Decisions</li> <li>· Pricing products &amp; services</li> <li>· Distribution Channels Mgt</li> <li>· Communication Activities</li> <li>· Methods used by multinational co's</li> <li>· Sales Cycle Smooth Execution</li> <li>· Efficient Resource Allocation</li> </ul>	The participants will receive: <ul style="list-style-type: none"> <li>· lecture notes &amp; slides</li> <li>· selected articles</li> <li>· bibliography</li> <li>· class discussions will be encouraged</li> </ul>	<ul style="list-style-type: none"> <li>· part of Ericsson Hellas, since 1993</li> <li>· started as Sales &amp; Marketing Manager</li> <li>· Executive Director Marketing and Business Development</li> <li>· Director Government &amp; Regulatory Affairs</li> <li>· responsibility of SE Europe</li> <li>· held managerial positions in Asea Brown Boveri, the Heracles Group, Siemens</li> <li>· holds MSC in EE &amp; Insead MBA</li> </ul>

[Learn More](#) ▶

### Save time getting registered online

Complete your registration online, and show up the day of the course.

[Get Started](#) ▶

### To find out more about, please contact

Arrange an appointment with a member of the AIT Executive Education team.

[Appointment Request](#) ▶



**ATHENS INFORMATION TECHNOLOGY**  
CENTER OF EXCELLENCE FOR RESEARCH AND GRADUATE EDUCATION



Dr. Brian Mandell is the director of the *Kennedy School Negotiation Project at Harvard University*. He has taught negotiation, conflict resolution, and scenario planning for fifteen years. Dr. Mandell teaches private and public sector professionals in executive education programs. He has trained senior managers from Pfizer, Heinz, Novartis, and Shell and has taught negotiation in Greece, Ireland, Israel, Mexico, Singapore, Taiwan, and USA to elected officials, senior public servants, and government ministers.

For an online application please visit:  
[www.ait.gr/ait\\_web\\_site/harvard\\_executive\\_edu.jsp](http://www.ait.gr/ait_web_site/harvard_executive_edu.jsp)

For further information contact:

AIT - Executive Education Department  
e-mail: [excedu@ait.gr](mailto:excedu@ait.gr)

Athens Information Technology (AIT)  
P.O. Box 68, Markopoulou Ave., Peania 190 02  
Athens, Greece  
[www.ait.gr](http://www.ait.gr)

# The Art & Science of Negotiation

**April 14-16, 2010**

*Athens Information Technology*

A five-day interactive executive education program in negotiation and conflict management taught by a renowned **Harvard University** Professor

**The Art and Science of Negotiation** is designed to improve the ability of senior organizational leaders to confront internal strife and successfully conclude increasingly complex transactions and relations. The program, using the group as a case, provides participants with diverse insights into the dynamics of communication and cutting-edge techniques to positively influence the outcome of any negotiation. The modules build cumulatively from simple to complex negotiations, i.e. from two-party single issues toward multiparty, multi-issue negotiations that evolve over time.

*Negotiating for Competitive Advantage*

April 14.15.16, 2010

Organized in cooperation with





**Executive  
Education**



## Jim Culver

renown TV Broadcaster  
**WKAR-TV** Producer & Performer

## Power Presentations Skills Building Master Class

AIT offers a unique opportunity to Executives to improve their presentation skills during an intensive three-day course by James Culver. Modern professionalism goes far beyond work performance. It demands successful interaction with others, usually by means of some type of presentation. Become a Talented Presenter, overcome stage freight, give form to your professional efforts and focus on the ways and means of improving presentation skills.

<b>Accomplished Corporate Trainer</b>	<b>Motivational Speaker</b>	<b>Vice President of Marketing</b>	<b>Media Producer Performer &amp; Journalist</b>
teaches presentation skill building course to corporate classes worldwide for more than 12 years	for worldwide sales and marketing organizations and has conducted worldwide training classes for sales and marketing representatives for more than 10 years	-Scientific Games International GA, CA -Michigan State Lottery -Omnicom Corporation	-WMSB-TV WKAR-TV -Capital Film Service -East Lansing, Michigan -U.S. Navy

[www.ait.edu.gr](http://www.ait.edu.gr)

**AIT Department of Executive Education**

P.O. Box 68, 19 km Markopoulou Ave., GR 19002 Peania, Athens, Greece

T: +30 210 6682806, 210 6682724, F: +302106682844, [excedu@ait.edu.gr](mailto:excedu@ait.edu.gr)

# Increase business value by managing IT better



in  
collaboration  
with



proudly  
announce  
the:



## Accredited IT Management Professional Education Series

AIT, a distinguished International Center of Excellence for Research and Graduate Education in the fields of information technology, telecommunications, electronics and management, and Quint Wellington Redwood ([www.quintgroup.com](http://www.quintgroup.com)), the global independent management consulting and professional education firm specialising in IT-related organizational challenges present: **ITIL, CobiT & ISO20000 Certification Courses** by Quint Wellington Redwood Consultants, through optional exams.

### ITIL® v3 Foundation

Newest Entry Level Certification Course to bring awareness and training to IT organisations for IT Service Management Practice. ITIL, a widespread set of best practices are examined at top-down business driven approach. Focus is given to strategic business value for high quality IT services

### ITIL® ITSM Practitioner: Support and Restore

This certification training combines Service Desk, Incident and Problem Management. It is intended for professionals who will participate in optimising the operations of the Support and Restore processes in an IT organisation implementing respective ITIL based processes. Operational Staff, team leaders, supervisors and managers wishing to extend their planning, monitoring, reporting and optimising skills is the target group for this training.

EXiN Certification: May 15, 2009

### ITIL® Service Manager

3 month spread program to train participants to be effective IT Service Managers. Knowledge and experience intensively communicated and case study methods are used to link theory directly to exercises ensuring immediate implementation of the ITIL® concepts successfully, such as assessing important operational, tactical and strategic processes in an IT organisation.

EXiN Certification Exam: July 24, 2009

### In House Accredited Training:

All of the above courses can be provided in-house at mutually set dates and favourable pricing per participant.

### ISO/IEC20000 Awareness session

8-hour focused session to introduce the advantages of implementing the first worldwide quality standard specifically aimed at IT Service Management. Experience-based guidelines and concepts regarding the implementation of an integrated set of processes a solid management approach for the effective delivery of services to the internal or external customer, plus essential knowledge on ISO20000 to support the decision-making process will be developed.

### ISO/IEC 20000 Consultant

This course enables participants to implement ISO/IEC 20000 within their or other organisation. Topics include both parts 1 and 2 ie both mandatory SHALLs and the Code of Practice SHOULDs. This training is suitable for process practitioners, project managers, internal auditors.

ITSMF/UK Certification Exam

### ISO/IEC 20000 Auditor

Attendees learn how to conduct ISO20000 process audits on their own IT organisation. This Lead Author Course is developed for organisations involved in IT auditing, quality assurance or management.

ITSMF/UK Certification Exam: April 8, 2009

### PRINCE 2™ Foundation & Practitioner

Projects IN Controlled Environments 2 is a best practice approach to running Projects in a consistent and referenceable framework. The two levels of qualification are Foundation and Practitioner. Foundation confirms your understanding of what PRINCE2 is, Practitioner shows your knowledge in the application of PRINCE2. Accredited PRINCE2 TM staff qualifications, works particularly well for companies tendering for Public Sector Projects.

OGC (CCTA) Certification Exams: July 3, 2009



---

Athens Information Technology - Executive Education Department  
19,5 km Markopoulo Av., 19002-Peania, Athens, Greece  
T: + 30 2106682806, F: + 30 2106682844, E: [excedu@ait.gr](mailto:excedu@ait.gr)  
[www.ait.gr](http://www.ait.gr)