



## IT Service Strategy: Technology for Business Outcomes?

| Course                    | <b>ITIL® v3 Foundation Course Certification Exam</b>  |   |             |                           |  |  |  |    |        |      |           |   |      |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |  |
|---------------------------|---|---|-------------|---------------------------|--|--|--|----|--------|------|-----------|---|------|-------|--|---|-------|-------|-------------|---|-------|-------|--|---|-------|-------|-------------|---|-------|-------|--|---|-------|-------|-------------|---|-------|-------|--|---|-------|-------|--|
| Overview                  | <p>This module leads to the Foundation Certificate in IT Service Management (based on ITIL) and provides a detailed description of the processes involved in the management of IT infrastructures. The module covers the essential elements of ITIL. Candidates are made aware of the importance of IT Service Management and the systematic approach of ITIL.</p> <p>This class provides the participant with both theoretical and practical knowledge of the processes in an IT Service Provider organization on a foundation level. This knowledge is put into practice using a comprehensive business simulation.</p> <p>Participants that have attended this training are ready to obtain for the industry standard foundation certification. The duration of this course is three days, including an exam preparation and the industry standard exam. (3 Days) (8 to 16 Students) (Exam Fees and Certification Exams are Optional).</p> |   |             |                           |  |  |  |    |        |      |           |   |      |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |  |
| Objectives                | <ul style="list-style-type: none"> <li>■ Understand the main processes, relationships, benefits and challenges of ITIL® v3</li> <li>■ Gain insight into the holistic service lifecycle approach that forms the core of ITIL® v3.</li> <li>■ Understand how these processes contribute to making an IT organization manageable.</li> <li>■ Learn the most important ITIL® v3 definitions.</li> <li>■ Gain access to a standardized vocabulary.</li> <li>■ Prepare yourself for the certified ITIL® v3 Foundation examination.</li> </ul>   |   |             |                           |  |  |  |    |        |      |           |   |      |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |  |
| Who should attend         | <p>This course prepares the student to take the examination for the Foundation Certificate in IT Service Management (based on ITIL) and is intended for:</p> <ul style="list-style-type: none"> <li>■ Employees involved in IT Infrastructure management who are required to work within processes that are, or will be, organized according to ITIL.</li> <li>■ Candidates who wish to progress further to the Practitioner's or Manager's Certificate in IT Service Management or to certification in the area of ISO/IEC 20000.</li> <li>■ IT executives and managers, team leaders, project managers, process owners.</li> <li>■ Business managers involved in IT services, management team builders.</li> </ul>  |   |             |                           |  |  |  |    |        |      |           |   |      |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |  |
| Prerequisites             | No mandatory prerequisites, although experience in IT or related fields is strongly recommended.  |   |             |                           |  |  |  |    |        |      |           |   |      |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |  |
| Dates & Duration          | <ul style="list-style-type: none"> <li>■ Apr 25,26,27, 2012</li> <li>■ Jun 18,19,20, 2012</li> <li>■ 3 days   24 teaching hours</li> </ul>  | <table border="1"> <thead> <tr> <th colspan="4">Class Daily Time Schedule</th> </tr> <tr> <th>Hr</th> <th>Starts</th> <th>Ends</th> <th>Intervals</th> </tr> </thead> <tbody> <tr><td>1</td><td>9:30</td><td>10:15</td><td></td></tr> <tr><td>2</td><td>10:15</td><td>11:00</td><td>11:00-11:15</td></tr> <tr><td>3</td><td>11:15</td><td>12:00</td><td></td></tr> <tr><td>4</td><td>12:00</td><td>12:45</td><td>12:45-13:00</td></tr> <tr><td>5</td><td>13:00</td><td>13:45</td><td></td></tr> <tr><td>6</td><td>13:45</td><td>14:30</td><td>14:30-14:45</td></tr> <tr><td>7</td><td>14:45</td><td>15:30</td><td></td></tr> <tr><td>8</td><td>15:30</td><td>16:15</td><td></td></tr> </tbody> </table> |             | Class Daily Time Schedule |  |  |  | Hr | Starts | Ends | Intervals | 1 | 9:30 | 10:15 |  | 2 | 10:15 | 11:00 | 11:00-11:15 | 3 | 11:15 | 12:00 |  | 4 | 12:00 | 12:45 | 12:45-13:00 | 5 | 13:00 | 13:45 |  | 6 | 13:45 | 14:30 | 14:30-14:45 | 7 | 14:45 | 15:30 |  | 8 | 15:30 | 16:15 |  |
| Class Daily Time Schedule |   |   |             |                           |  |  |  |    |        |      |           |   |      |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |  |
| Hr                        | Starts  | Ends  | Intervals   |                           |  |  |  |    |        |      |           |   |      |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |  |
| 1                         | 9:30  | 10:15   |             |                           |  |  |  |    |        |      |           |   |      |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |  |
| 2                         | 10:15   | 11:00   | 11:00-11:15 |                           |  |  |  |    |        |      |           |   |      |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |  |
| 3                         | 11:15   | 12:00   |             |                           |  |  |  |    |        |      |           |   |      |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |  |
| 4                         | 12:00   | 12:45   | 12:45-13:00 |                           |  |  |  |    |        |      |           |   |      |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |  |
| 5                         | 13:00   | 13:45   |             |                           |  |  |  |    |        |      |           |   |      |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |  |
| 6                         | 13:45   | 14:30   | 14:30-14:45 |                           |  |  |  |    |        |      |           |   |      |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |  |
| 7                         | 14:45   | 15:30   |             |                           |  |  |  |    |        |      |           |   |      |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |  |
| 8                         | 15:30   | 16:15   |             |                           |  |  |  |    |        |      |           |   |      |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |  |
| Instructors               | <p>Course Led by <b>Athanasios Nektarios Gionis</b><br/> <b>ABCP, CISA, CISSP, ITILv3 Expert, ISO/IEC 20000 Consultant, PMP</b></p>   |   |             |                           |  |  |  |    |        |      |           |   |      |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |  |
| Training Methodology      | <ul style="list-style-type: none"> <li>■ Structured Lectures</li> <li>■ Exercises</li> </ul>  | <ul style="list-style-type: none"> <li>■ Best Practice Analysis</li> <li>■ Exam Preparation Session</li> </ul>  |             |                           |  |  |  |    |        |      |           |   |      |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |  |
| Expression of Interest    | <a href="mailto:excedu@ait.gr">excedu@ait.gr</a> please send your contact info, including program title in email subject line   |   |             |                           |  |  |  |    |        |      |           |   |      |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |  |
| Registration Form         | <a href="http://hermes.ait.gr/registrations/multiple.php?prog=323">http://hermes.ait.gr/registrations/multiple.php?prog=323</a>   |   |             |                           |  |  |  |    |        |      |           |   |      |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |  |
| Venue                     | AIT, Building B7, INTRACOM Campus, 19 km, Markopoulou Av, Peania 190 02<br>How to Reach AIT: <a href="http://www.ait.edu.gr/ait_web_site/how_to_reach_us.jsp">http://www.ait.edu.gr/ait_web_site/how_to_reach_us.jsp</a>  |   |             |                           |  |  |  |    |        |      |           |   |      |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |  |
| Tuition Fee               | <p>Single Participation: € 840,00</p> <p>This course is also available for in-house training for 4-10 participants @ competitive pricing<br/>   O.A.E.D. funding may reach up to 100%, for more information please contact us.<br/> <a href="#">Discount Policy</a> <a href="#">Cancellation Policy</a></p>   |   |             |                           |  |  |  |    |        |      |           |   |      |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |  |
| Contact                   | Katerina Protonotariou, Executive Education Manager, AIT, <a href="mailto:kpro@ait.gr">kpro@ait.gr</a> , +30 210 6682806, extn 5806   |   |             |                           |  |  |  |    |        |      |           |   |      |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |             |   |       |       |  |   |       |       |  |

**AIT has a 100% Certification pass rate in 3 consecutive years.**