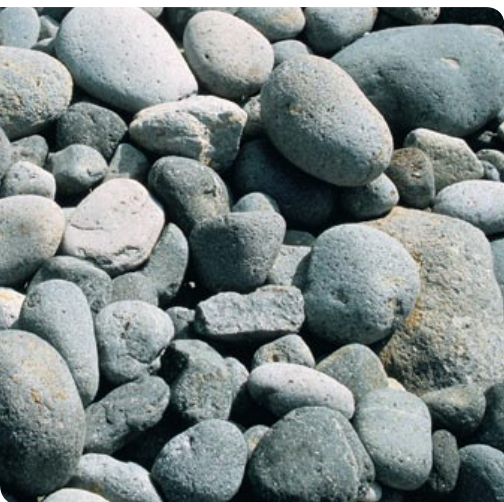


# ITIL and ITSM Training from EMA



## MORE INFORMATION:

To learn more about scheduling ITIL or ITSM training for yourself or your team, please contact the EMA Sales Team at [enterpriselt@enterprisemanagement.com](mailto:enterpriselt@enterprisemanagement.com) or 303.543.9500.

## Get ITIL Certified or Up-to-Speed on ITSM with Flexible Training Courses from EMA

Enterprise Management Associates partners with itSM Solutions – an accredited courseware and training provider (ACP/ATP) – to deliver a variety of IT Service Management (ITSM) training solutions for IT professionals. We offer a full range of ITIL and ITSM training courses through a variety of flexible delivery options to meet virtually any budget. Whether you simply need to upgrade your own ITIL training, educate your executive management on the value of ITSM, or get your entire team ITIL certified, EMA has an offering to meet your needs.

### Featured Courses

#### ITIL V2 to ITIL V3 Foundation Bridge

Are you ITIL V2 Foundation certified? This one-day course prepares you to upgrade your certification to ITIL V3 Foundation! Accredited by EXIN and ISEB, this one-day course features lectures, discussion, case study team exercises, and quizzes to help students prepare for the optional certification exam.

#### ITIL V3 Foundation Certification

Need to get ITIL V3 Foundation certified? This hands-on course introduces students to the fundamentals of ITSM as described in Version 3 of the IT Infrastructure Library. Accredited by ISEB and EXIN, this three-day course features lectures, discussion, team exercises, and quizzes and culminates with an optional, one-hour certification examination.

## ITIL and ITSM Training Courses

### ITSM Orientation Training

EMA offers a variety of introductory courses designed to help companies get on the road to a successful ITSM or ITIL initiative. Course titles include:

- ITSM Executive Overview
- How to Succeed with ITIL
- Polestar™ ITSM Simulation

# ITIL and ITSM Training from EMA

## ITIL V2 Certification Training

EMA offers accredited ITIL V2 Foundation, Practitioner, and Service Manager training programs to help your team take the next step with ITIL. Course titles include:

- ITIL V2 Foundation
- ITIL V2 Support & Restore Practitioner (IPSR)
- ITIL V2 Release & Control Practitioner (IPRC)
- ITIL V2 Agree & Define Practitioner (IPAD)
- ITIL V2 Plan & Improve Practitioner (IPPI)
- ITIL V2 Service Manager

## ITIL V3 Certification Training

EMA offers accredited ITIL V2 to ITIL V3 Bridge and ITIL V3 Foundation training courses to help your organization succeed with ITIL V3. Accreditation is also pending for ITIL V3 Service Lifecycle, ITIL V3 Service Capability, and ITIL V3 Managing across the Lifecycle training programs. Course titles include:

- ITIL V3 Foundation
- ITIL V2 to ITIL V3 Foundation Bridge
- ITIL V2 to ITIL V3 Service Manager Bridge
- ITIL V3 Service Lifecycle – Strategy
- ITIL V3 Service Lifecycle – Design
- ITIL V3 Service Lifecycle – Transition
- ITIL V3 Service Lifecycle - Operation
- ITIL V3 Service Lifecycle – Continual Service Improvement
- ITIL V3 Service Capability – Planning, Protection & Optimization (PPO)
- ITIL V3 Service Capability – Service Offerings & Agreements (SOA)
- ITIL V3 Service Capability – Release, Control & Validation (RCV)
- ITIL V3 Service Capability – Operational Support & Analysis (OSA)
- ITIL V3 Managing Across the Lifecycle

## ITIL and ITSM Training Delivery Options

We offer our ITIL and ITSM training courses through a variety of delivery vehicles to provide maximum flexibility in pricing, scheduling, venue, learning time, book delivery, travel & expense, and class size. Delivery options include:

- **Onsite Group Training** - Delivered at your location, this instructor-led, classroom-based, group mentoring solution incorporates an interactive curriculum and a live certified facilitator to help participants internalize the concepts of ITSM and ITIL while preparing for the exam.

# ITIL and ITSM Training from EMA

- **Web-Based Group Training** – Delivered at your location over the Internet, this virtual classroom based, group mentoring solution incorporates an interactive curriculum and a live certified facilitator to help participants internalize the concepts of ITSM and ITIL while preparing for the exam.
- **Online Mentored Learning** – This online, one-on-one mentoring solution incorporates a video-based curriculum and a live certified mentor to help participants internalize the concepts of ITSM and ITIL while preparing for the exam.

## About EMA

Enterprise Management Associates (EMA) is a leading industry analyst and consulting firm dedicated to the IT management market. We provide IT vendors and enterprise IT professionals with objective insight into the real-world business value of long-established and emerging technologies, ranging from security, storage and IT Service Management (ITSM) to the Configuration Management Database (CMDB), virtualization and service-oriented architecture (SOA). Learn more about our research services, our free online IT Management Solutions Center, and our IT consulting offerings at: [www.enterprisemanagement.com](http://www.enterprisemanagement.com)

## Learn More

Contact the EMA Business Development Team at [enterpriseIT@enterprisemanagement.com](mailto:enterpriseIT@enterprisemanagement.com) or +1.303.543.9500 to learn more about scheduling ITSM and ITIL training for yourself or your entire organization!