

Training Services

ITIL® v3 Service Operations



MAXIMIZE ROI WITH BOMGAR UNIVERSITY TRAINING SERVICES

Bomgar Professional Services help drive efficiency, productivity, security, and a higher return on investment from the Bomgar remote IT solution. Our Bomgar University Training Services are designed to elevate your support organization performance, and maximize your return on investment in Bomgar. Superior training is part of our commitment to helping you obtain the maximum benefit possible from the entire Bomgar enterprise support platform. Our administrator training options will give your team the foundational knowledge needed to install, configure and manage the Bomgar solution for optimum performance. You can select from a variety of modular training courses to ensure your team receives relevant education.

When it comes to remote IT support, Bomgar is an industry leader with the solutions, and expertise you need to make enterprise remote IT support a differentiator for your organization. Our focus on innovation and service excellence will help take your support operation to the next level.

ITIL TRAINING FOR YOUR SUPPORT TEAM

The ITIL v3 Service Operations training course is **ideal for all levels of IT and support staff, including system/network administrators, service desk managers and support professionals, who hold the ITIL v3 Foundations Certificate**. At the completion of this course, you are eligible to take the ITIL intermediate industry accredited certification exam. Once you pass, you are also awarded three points toward the ITIL Expert in IT Service Management Certificate. This course includes an in-depth focus on the ITIL functions and processes within the Service Operation life cycle stage. The course also includes exam strategies and test-taking tips. This is a three day course, and it also includes access to the one hour certification test.

FLEXIBLE TRAINING OPTION: VIRTUAL INSTRUCTOR LED

The course is offered as a virtual instructor led course. The schedule is available at www.bomgar.com/university. With this option, your team can engage in Bomgar learning from any location.

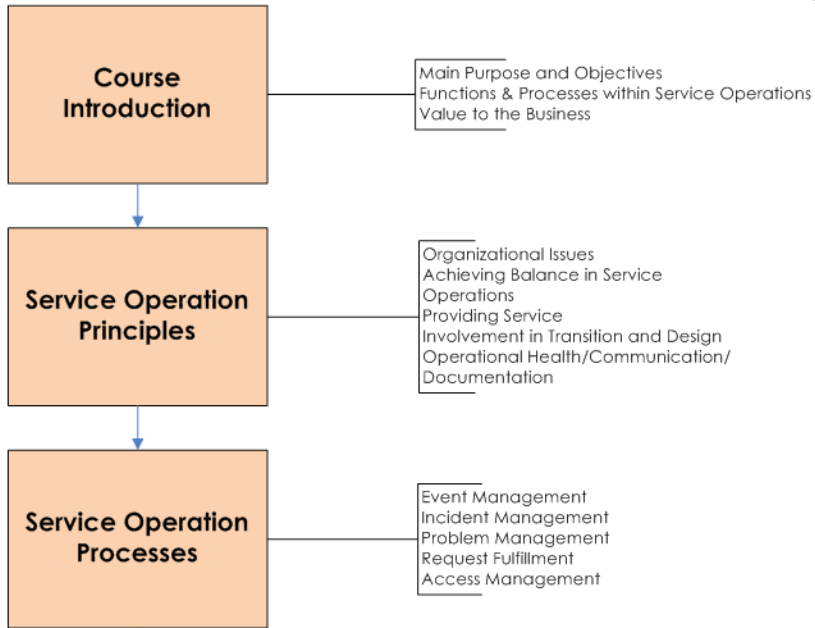


"Attending Bomgar University enabled us to increase the already high level of service we're delivering to our remote customers."

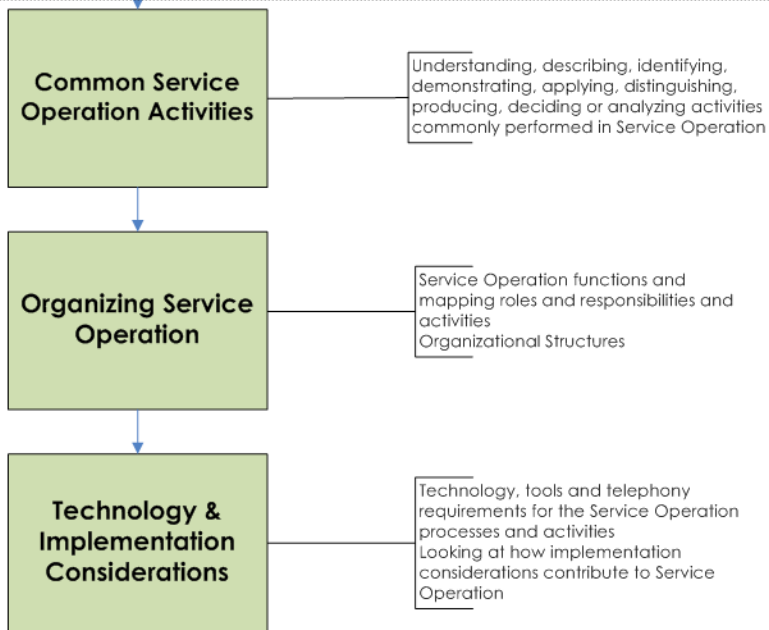
Director of Technical Support
Carestream Dental

ITIL v3 Service Operations

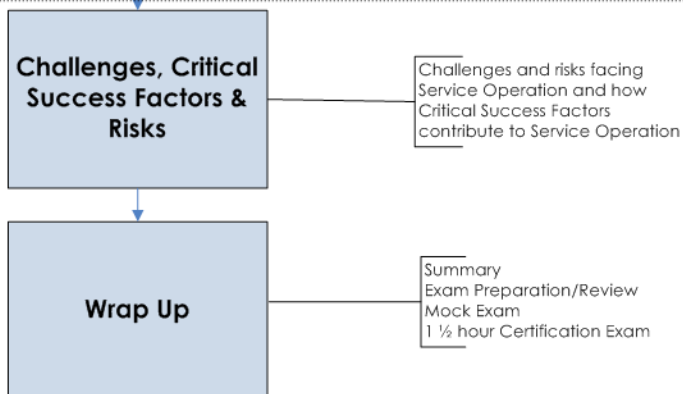
Day One



Day Two



Day Three



KEY LEARNING OBJECTIVES

- **Service Operations Principles** - including the organizational issues, achieving balance in Service Operations, involvement in service transition and design, and operational communications functions
- **Service Operation Processes** - including event management, incident management, problem management, request fulfillment and access management
- **Common Service Operation Activities** - including identifying, describing and applying
- **Organizing Service Operations** - including mapping roles and responsibilities to activities, and organizational structure
- **Technology and Implementation Considerations** - including technology requirements for Service Operation processes and activities, and implementation considerations
- **Critical Success Factors and Risks** - including the challenges and risks facing Service Operation, and how to identify and mitigate risk

EXAM ADMINISTRATION

Our exams are proctored by Loyalist Certification Services, an Accredited ITIL Examination Institute – offering a high quality online exam experience. Since 2001, Loyalist has delivered over 200,000 ITIL exams in locations around the world. As an independent examination institute, they provide neutral information and are dedicated to maintaining the integrity of the exam process. Results are calculated and displayed immediately after the exam has finished. You will also receive a certificate via the postal mail.



Schedule your virtual course within 60 days of purchase.

GET STARTED

Bomgar University – Elevate your support organization performance and maximize your return on investment in Bomgar.

TO LEARN MORE: Please contact your Sales Account Manager today at 866.205.3650

BOMGAR PROFESSIONAL SERVICES

Bomgar is committed to providing customers with the most secure, effective and efficient collaborative remote support solution available. Our Professional Services help customers gain the most value from their Bomgar deployment.

ABOUT BOMGAR

Bomgar offers the only enterprise-class remote IT support platform available today. With software, hardware and professional services, our platform is the only solution you will ever need for remote support. Bomgar's end-to-end capabilities enable you to consolidate, streamline and secure your support operations, while boosting customer satisfaction and reducing costs. We lead the market in innovation—from expanding support to new mobile platforms, to delivering advanced performance analytics—Bomgar will keep your support capabilities secure and in step with changing technology and evolving market requirements.