

## Training Services

# ITIL® 2011 Foundations



## 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 2011 Foundations training course is **ideal for all levels of IT and support staff, including system/network administrators, service desk managers and support professionals**. This course provides the knowledge and comprehension required to provide a good grounding in the key concepts, terminology and processes of ITIL 2011. At the completion of this course, you are eligible to take the ITIL 2011 Foundational industry accredited certification exam. This course includes a focus on the ITIL functions and processes in each stage of the Service Lifecycle. The course also includes exam strategies and test-taking tips. The certification validates that the student has gained the knowledge of the ITIL terms, structure, basic concepts and best practices. This is a three day course, and it also includes access to the one hour certification test.

## FLEXIBLE TRAINING OPTIONS: SELF-PACED OR VIRTUAL INSTRUCTOR LED

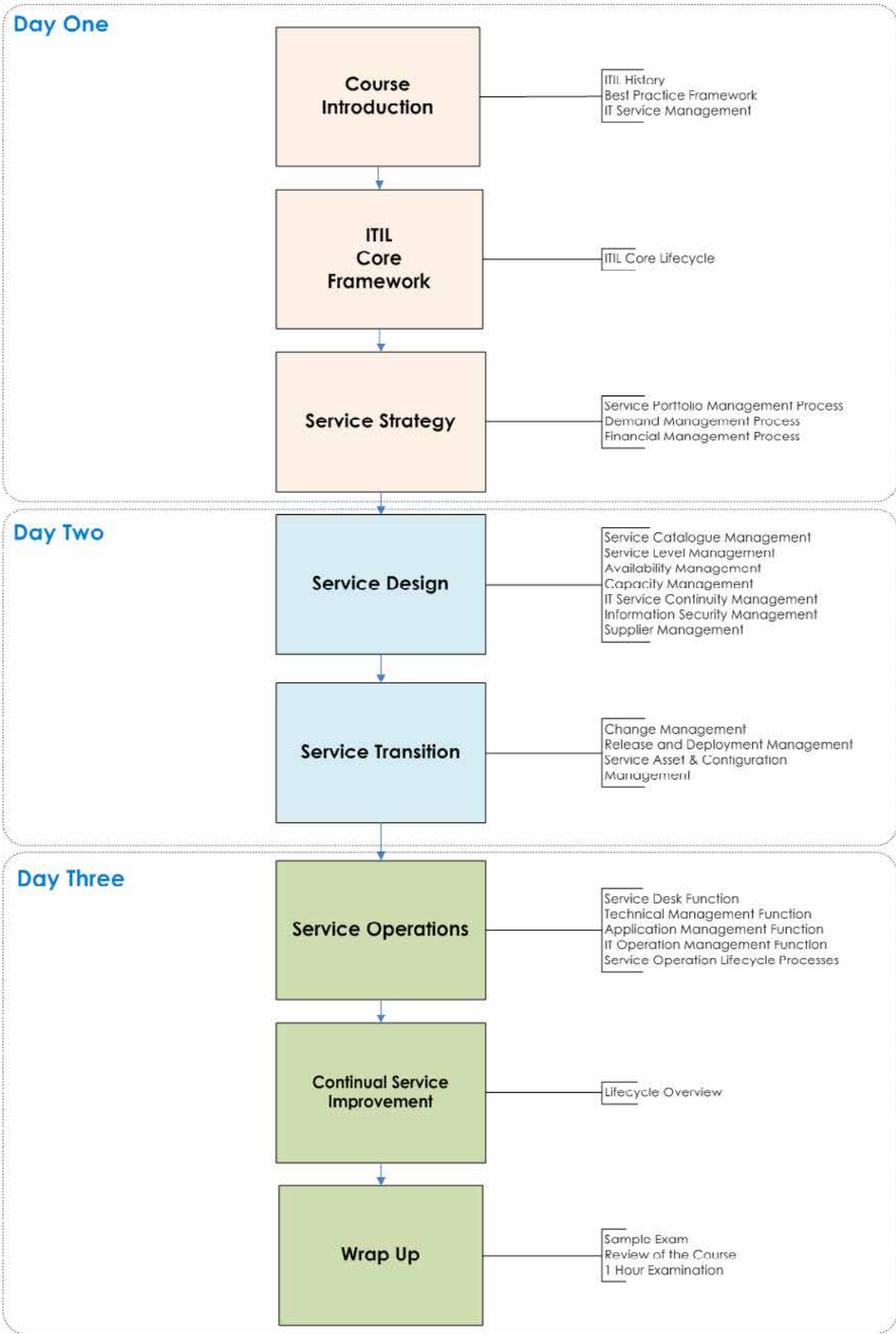
The course is offered as a self-paced, self-contained e-learning course, or as a virtual instructor led course. The e-learning course is accessed via our Bomgar University Portal. The virtual instructor led course schedule is available at [www.bomgar.com/university](http://www.bomgar.com/university). With these options, 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 2011 Foundations Course



## KEY LEARNING OBJECTIVES

- **Foundations of IT Service Management** - including the functions, processes and roles within ITSM, the Authority Matrix using the RACI model, the primary benefits of ITIL and the primary process activity
- **ITIL Core Concepts or Lifecycle Stages** - including Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement
- **Service Catalog Management** - including the objectives, basic concepts and roles
- **Service Level Management** - including the high-level objectives, scope, basic concepts, process activities, key performance indicators, roles and challenges
- **Other Key Service Processes** - including Change Management, Release and Deployment Management, Service Asset and Configuration Management, Knowledge Management, IT Operations Management and many more processes within ITSM
- **ITIL Implementation Best Practices** - including a step-by-step example implementation using the ITIL Lifecycle

## 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.