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IT Service Management Education Services

Why ITIL?

ITIL prepares your organization to efficiently deliver **quality IT services** in a **cost-effective** manner that your business requires.

Successful organizations utilize ITIL framework to implement **effective IT strategies** that produce **positive** business results.

What is ITSM?

Information Technology Service Management is an approach utilizing documented **best practices**, which guides the management of people, processes and technology to provide **high quality** service.



In partnership with Thirdsky

Schedule of upcoming classes

All classes can be customized and offered privately to meet your company's specific needs.

A. Seminars

a. 2-hour ITSM Briefing (2A)

Monday June 23rd Morning session: 08:00 – 10:00

Afternoon session: 17:00 – 19:00

Thursday June 26th Morning session: 09:00 – 11:00

Afternoon session: 17:00 – 19:00

b. Half day ITSM Awareness (4A)

Monday June 23rd 12:00 – 16:00

Thursday June 26th 12:00 – 16:00

Friday June 27th Morning session: 09:00 – 13:00

Afternoon session: 14:00 – 18:00

c. One day ITSM Overview (8A)

Tuesday June 17th 09:00 – 17:00

Saturday June 21st 09:00 – 17:00

B. Certification Classes (3 days)

a. ITIL Foundation v3

June 18/ 19/ 20 08:00 – 17:00

b. ITIL Foundation v3 with Polestar Simulation (3 days)

July 23/ 24/ 25 08:00 – 17:00

C. Workshops (2 days)

a. Implementation roadmap for ITSM

June 24/ 25 08:00 – 17:00

b. How to build an effective Service Catalog

July 29/ 30 08:00 – 17:00

c. How to build an effective CMDB

September 23/ 24 08:00 – 17:00

Contact us today to reserve a seat. Email us your name, phone, date and class of interest, to train@aeteon.com or call 694 653 1480.

Registration deadline for June classes is Friday May 23rd