

Your employee is interested in learning new skills with AMA. Beyond helping you both achieve your goals, here's why that's an excellent idea.

## AMA Seminars offer your employee:

- **Extensive practice in a supportive environment.** You really can't learn new skills from an app. You need to experience it, practice it, and get personal attention to the details that make a difference. There is simply no substitute for learning by doing.
- **Feedback from experts.** Our instructors are not professors—they are practitioners in the field, focused on what works now in the real world. Participants agree instructors make a difference and have rated our faculty 4.83 out of 5 stars. What's more, your employee will be learning alongside peers from other organizations gaining insight and knowledge from other industries and expanding their professional network.
- **Tools and techniques designed to improve performance.** Our courses are instructionally designed to make a difference in performance, which is why 99% of participants report they are using what they learned back on the job after taking one of our courses.
- **An Experience.** Yes, we know two or three days seems like a lot. But dedicating that time to truly master new skills is worth the time and money. And we're not just saying that--our customers agree: 98% of participants would come back for another course.

Still feel like you can't spare your employee for a training session?  
Take a look at [our live online courses](#) which minimize time away from work.

Either way, remember that we don't lecture—we accelerate performance.

**Need help?** Contact 1-877-566-9441 or visit [www.amanet.org/72975](http://www.amanet.org/72975)

## ITIL® Foundation

### Learn the process improvements, benefits, and challenges of ITIL...and get your ITIL Expert certification in the process!

In this exciting and dynamic seminar, you will learn how to manage your IT services so that they meet, and exceed business expectations. This course implements a “case study” approach—giving you practical, hands-on experience while you learn the core disciplines of ITIL best practices. After finishing this course, you’ll be well positioned to successfully complete the associated ITIL exam required for entry into the future ITIL intermediate-level training courses.

ITIL covers five core disciplines:

- Service Strategy
- Service Design
- Service Transition
- Service Operations
- Continual Service Improvement

These disciplines represent the service lifecycle—a process which bridges the gap between business and IT services. With an understanding of these core disciplines, you will be able to demonstrate the business value and ROI of IT to business...and solve specific operational needs in the process.

This seminar includes handouts, practice sessions, quizzes, exam strategies, and test-taking tips—all of which will serve as great reference points once the class is completed. . The one-hour ITIL Foundation exam will be offered on the last day of class at 3:30 PM.

### What You Will Cover

Key concepts of ITIL

Important principles for improving IT operations

Vital processes and functions

Practical guidance for applying ITIL to everyday IT situations

How to align with business, control costs, and improve IT service quality

Strategies to balance IT resources

### Who Should Attend

Anyone seeking ITIL Foundation certification and everyone interested in aligning IT with business, controlling or reducing IT costs, improving IT service quality, and balancing IT resources in the most effective manner. All IT professionals, IT project managers, IT managers, IT project or team members, coordinators,

project managers, IT managers, IT project or team members, coordinators, network operators, business process analysts, IT architects, consultants, systems integrators, help desk managers and staff, planners, managed service providers, outsourcers, application developers, and other IT-related positions.

## Special Feature

**Prerequisites:** Familiarity with IT terminology and IT-related work experience are recommended.

## Schedule

- [3] days - \$2,495 Non Members
- [3] days - \$2,495 AMA Members
- [3] days - \$2,495 GSA

## Credits

18 PDU

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