

# Learning Tree Course Agenda

Achieving Change Analyst Certification within ITIL® Service Management (course 3801)

## COURSE HOURS

		<u>Start Time</u>	<u>End Time</u>
<b>Day 1</b>	Registration	8:00 a.m.	9:00 a.m.
	Instruction	9:00 a.m.	4:45 p.m.
<b>Day 2</b>	Instruction	9:00 a.m.	4:45 p.m.
<b>Day 3</b>	Instruction	9:00 a.m.	3:30 p.m.
	Exam	3:30 p.m.	4:30 p.m.

## EXAMS

Learning Tree International is responsible for the Change Analyst course. APMG is responsible for the Examination, exam results, and Change Analyst Certification.

APMG requires that attendees have obtained the prerequisite ITIL® Foundation Level certification. We are required to provide them a copy of your Foundation or Foundation Bridge Certificate prior to ordering your exam. Please email a copy of your certificate to [usitil@learningtree.com](mailto:usitil@learningtree.com) or fax to the attention of the ITIL Administrator at (800)709-6405. Should you be unable to provide a copy of your certificate, please contact the awarding Examination Institute or your previous training organization to request a duplicate certificate or letter of confirmation of the pass in lieu of a certificate. Candidates who fail to provide a copy of their prerequisite certificate will be exempt from taking the exam at the end of the course.

APMG also requires Learning Tree International to verify attendee identity with photo identification. Please bring a photo ID to the course exam.

1301-3801 crs agenda



We're here to help!  
If you have any questions,  
please call **1-800-843-8733**

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[www.learningtree.com](http://www.learningtree.com)