

Learning Tree Course Agenda

ITIL® Intermediate Qualification: Operational Support and Analysis (course 995)

COURSE HOURS

		<u>Start Time</u>	<u>End Time</u>
Day 1	Registration	8:00 a.m.	9:00 a.m.
	Instruction	9:00 a.m.	5:00 p.m.
Days 2- 4	Instruction	9:00 a.m.	5:00 p.m.
Day 5	Instruction	9:00 a.m.	2:30 p.m.
	Exam	2:30 p.m.	4:00 p.m.

EXAMS

Learning Tree International is responsible for the ITIL® course. APMG is responsible for the Intermediate Examination, exam results, and ITIL Certification.

APMG requires that attendees have obtained the prerequisite 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 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 which will begin promptly at 2:30 p.m. on the last day of the course.

APMG examination terms and conditions can be viewed via the following link <http://www.apmg-international.com/home/TermsandConditions.asp>. Please read these prior to completing the APMG candidate details form supplied in your examination pack.

PRE-COURSE READING

The official exam syllabus recommends that you complete 12 hours of pre-exam reading. To support this, three weeks before your course, we will mail you a pre-course study pack. In addition, we strongly recommend that you acquire and read the ITIL core books, in particular the ITIL Service Operation book, ISBN 9780113313075. This book is available for purchase at: <http://www.itgovernanceusa.com/category/217.aspx>

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

Visit our Web site at
LearningTree.com