

A two day workshop on [earn [14 Professional Development Units \(PDUs\)](#)]

# ITIL® V3 Foundation Training Course

(prepare for the Foundation examination and beyond ...)



**Kolkata, March 3 - 4, 2012 (Weekend Batch)**

## About the Course

The ITIL v3 Foundation course is an interactive training delivery with 14 Hrs (PDUs) certificate, with classroom lectures, exercises and mock exams to support the theoretical concepts. These go much beyond just enabling the course participants successfully clear the ITIL V3 Foundation examination, while explaining the practical concepts that facilitates implementation of these good practices within their organization.

## Course Agenda

Introduction  
Service Strategy  
Service Design  
Service Transition  
Service Operations  
Continual Service Improvement  
ITIL Version 3 Qualifications  
Review and Closure

Additional topics: Guidance for Exam, (refer [Website](#) for details)

QValue Services

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



## About QValue Services

QValue Services is a premier provider of quality and process consulting services based at Kolkata, India. As licensed partner of SEI, QValue Services is a single-window service provider for CMMI® V1.3 Appraisal services. As PMI Global Registered Education Provider (R.E.P.), QValue Services provides world-class training necessary to earn and to maintain PMI professional credentials.

## Faculty

Mr. Saswata Dutta is a SCAMPI Lead Appraiser for Development v1.2 (Certified) and SEI-Authorized SCAMPI<sup>SM</sup> B & C Team Leader. Saswata has more than 19 years of experience with reputed organizations such as TCS, DRDO, QAI India Ltd. in projects, process, trainings, consulting

A Post Graduate in Engineering (M Tech with First Class Honors, Gold Medalist), he is a member of IEEE (US) for 17 years, ITIL V3 certified, CSQA, ISO Internal Auditor, trained Internal Assessor for Business Excellence model inline with MBNQA.

## Registration Information

**Course date and Venue:** March 3 - 4, 2012, at Kolkata

**Course Timings:** 9:30 AM – 5:30 PM, Registration starts at 9 AM

**Course fees:** INR 12990 + 10.3 % Service Tax per participant (INR 14328/-)  
Cheque/DD is payable to 'QValue Services'. For Outstation, only DD is accepted.

Registration detail with course fee to reach QValue Services by February 25, 2012.

### Avail discounts -

**Super 6 : Register by 20<sup>th</sup> Jan, 2012 @ INR 12179/- per participant (Save INR 2149/-)**

**Jaldi 3 : Register by 10<sup>th</sup> Feb, 2012 @ INR 12895/- per participant (Save INR 1433/-)**

Special discount of 15% on course fee for group registration of 3+ participants

## Contact Details

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**For Registration - Please copy the form details below and [click here](#) to send details by e-mail OR [contact us online](#)**

Participant Name: \_\_\_\_\_  
Designation: \_\_\_\_\_  
Phone Contact No.: \_\_\_\_\_  
Chq / DD No. & dt: \_\_\_\_\_

Organization Name: \_\_\_\_\_  
E-mail: \_\_\_\_\_  
Mobile No.: \_\_\_\_\_  
Chq / DD Drawn On: \_\_\_\_\_

For any further information or unsubscribe option, contact: [qvalue@qvalueservices.com](mailto:qvalue@qvalueservices.com)

**Cancellation Policy:** Cancellations received before 15 days of commencement of workshop will be entitled to a 50% refund. Please note all other cancellations are liable for the entire fee

**Disclaimer:** The training schedule contained in the flyer / website is for information purposes only. While we endeavour to keep the information up to date and correct, the public trainings are liable to get cancelled / deferred under exceptional circumstances