



ADVICE | SKILLS | KNOWLEDGE  
Malaysia-Singapore-Thailand-Indonesia-Philippines

## ITIL v3 Foundation Online Course

### Course Facts

<b>Seat Time</b>	14 to 18 hrs. (by learner) + study
<b>Access Duration</b>	90 days
<b>Prerequisites</b>	None required, ITIL v2 suggested
<b>Audience</b>	IT Departments Worldwide
<b>Learning</b>	<ul style="list-style-type: none"><li>• Be Strategic about ITIL Applications</li></ul>
<b>Objectives</b>	<ul style="list-style-type: none"><li>• Increase Learner Retention</li><li>• Prepare for Certification</li></ul>
<b>Features</b>	Knowledge Checks, A/V Controls, Pinpoint Navigation, Case Studies, Exam Tips, Resource Links, Search, "Add Your Own Notes", ITIL Terms & Definitions
<b>Accommodations</b>	Text / Audio Transcription, Bandwidth
<b>Auditable</b>	3 Practice Exams: Mobile, Real Time Feedback & a Full Mock Exam

### Tech Specs

<b>Operating System</b>	Windows 98/ME/2000/XP/Vista
	Mac OS X (Intel/PowerPC)
	Linux x86 Linux x86
<b>RAM</b>	Minimum: 500 MB
	Recommend: 1.0 GB
<b>Browser</b>	IE6, IE7, Firefox
	Safari, Opera
<b>Bandwidth</b>	Minimum: DSL
	Recommend: Broadband
<b>Resolution</b>	1024 x 768
<b>Processor</b>	Minimum: 1.0 GHz
	Recommend: 2.0 GHz
<b>Plugins</b>	<a href="#">Download</a> Flash (v.7), <a href="#">Download</a> DirectX (v.9)
	<a href="#">Download</a> Adobe Reader, <a href="#">Download</a> QuickTime (v.7)