



Your Partner For ITSM Education

Consulting-Portal's Education Catalog:

Training is critical to the success of any IT Service Management Program. Our trainers are active practitioners with an average of 25 years industry experience, so they can effectively relate the ITSM subject matter to your environment.

Onsite Training:

This is a cost-effective way to deliver Instructor-led training to your team. We offer the following courses delivered by our experienced trainers at your facilities:

- ITIL V2 or V3 Awareness
- ITIL V2 or V3 Foundations
- ITIL V2 to V3 Bridging
- ITIL Practitioner Training
- ITIL Service Manager Training
- ITIL V2/V3 Polestar Simulation
- CobiT Foundations Training

ITSM Simulations

- The PoleStar ITSM simulation is a highly interactive simulation that accelerates the understanding of Service Management concepts like ITIL v3
- Using the fast-paced scenario of global on-line retailing, the Polestar ITSM simulation encourages partnership thinking between IT and the business
- Polestar is a great way to gain buy-in and commitment for ITSM programs

Online Training:

Online training can be the most cost-effective addition to any ITSM training program. Courses can be purchased online by credit card or alternatively provisioned in bulk on your very own branded portal. Available courses include:

- ITIL Awareness
- ITIL V2 to V3 Bridging
- ITIL V2 and V3 Foundations
- CobiT Awareness, Foundation and Requirements for Sarbanes-Oxley
- Requirements for ISO 20000 Certification

Workshops

CP designs and builds custom education offerings for your service management programs. CP also offers a series of informative "how to" workshops in the areas of ITSM and BSM:

- Planning for Configuration Management
- Planning for Incident Management
- Planning for Business Service Management
- Planning for ITSM Implementation
- Planning for Problem Management

Contact us at: 866-560-4941 or info@cportalinc.com

Visit us at: www.cportalinc.com