

ITIL® v4 Foundation Training Workshop

Get more from your ITIL® Foundation training investment with quality, accredited, cost-effective courseware that meets your learners where they learn best

Key Benefits

Quality, accredited and cost-effective courseware.

To get the most from your training budget, you need quality courseware that helps learners, “get it and get on with it”. Courseware that is cheap but isn’t effective at getting the learning objectives across is a waste of time and money. Courseware that is bloated with of technical and content components that add little or nothing to the learning but add a lot to the cost don’t work either. Pultorak’s accredited course is subject to rigorous design review up front and is updated regularly to incorporate the ideas and feedback of learners and instructors in over 60 countries. Our courseware is designed to be effective in helping your learners grasp and retain the concepts, by including pedagogical elements—like real world examples, mnemonics and end of module quizzes and sample exams—that are proven to work, and that don’t add inordinate cost to the learning.

Meets your learners where and how they like to learn.

Today’ learners demand getting their learning wherever and whenever they want it, and whatever device they want to use. That’s why Pultorak articulates its

courseware onto a wide variety of platforms, including traditional classroom and virtual instructor-led instruction by our worldwide network of trainers, hardcopy courseware, instructor kits, digital courseware the runs on IOS and Windows, online eLearning, and mobile phone-based eLearning for Apple and Android devices. Digital content can be saved offline, to be viewed on a plane or a bus or just about anywhere.

Developed by contributors to ITIL who are ITIL Expert consultant / trainers and expert at instructional design.

Subject matter expertise is necessary, but not sufficient for good courseware; the same goes for instructional design expertise. Where the magic happens is the intersection of the two, within the same individuals and teams. This is where Pultorak & Associates differentiates itself from its competition: your courseware is developed by ITIL Experts who have contributed to ITIL but understand the latest trends in instruction design—like breaking content into smaller chunks, and effective use of video training. We learned these skills through, among other things, developing our popular courses in LinkedIn Learning.

Workshop Specifications

Duration: 2 days (16 contact hours).

Number of attendees: 12-16 attendees provides the optimal balance of interaction / learning and value; however, smaller and larger groups may be warranted; 24 participants maximum for an accredited delivery.

Prerequisites: None

Customer Challenges

Getting full value from training and certification.

There is a lot to learn these days, a lot more than just ITIL. So, ITIL training must be cost-effective to make room for all that other learning. And it should lead to an outcome well beyond checking the box, “training complete”. It should result in action and improvement in the organization providing more value to customers, faster, and with quality and continuous improvement.

Engaging everyone in the organization, not just an ITIL project team, to apply the concepts for their own benefit.

It’s important that learners, “get it”—the key outcomes of ITIL—and, “get on with it”—get on to taking action based on what they have learned. And that means individual contributors and teams, not just the organization-wide ITIL team.

Moving from training and certification to action based on

Training must result in changes in not just knowledge, but skills, mindset, and most importantly: behavior.

Why Pultorak & Associates?

We offer the full range of ITIL training, developed by ITIL experts who have contributed to ITIL, put it into practice, and who also possess strong instructional design skills.

Why go with a competitor who can only offer you the basic level of training? You’ll want a company who has courses for every step of your journey. That’s Pultorak.

We are independent experts who get you further, faster.

Our consultant trainers have “been there and done that”, so they bring field-tested methods and collateral with them to the table to help you at critical inflection points. We want you to make the most of your investment and apply that intent to helping you decide what you and your team will do, and what we will do with and for you, within each sprint.

We can help you take it further with our agile ITSM consultancy services.

Our agile ITSM consultancy is a subscription-based and dashboard and sprint-driven approach to helping your team “get it”—the outcomes of service management—and “get on with it”—achieving and sustainably maintaining those outcomes through a sprint-driven continual learning-plan-do-check-act-communication cycle.

How to Get Started

Contact us at +12062791107 or info@pultorak.com. You’ll be glad you did.