



**Benefits**

- Delivered by industry experts with extensive experience
- Improved IT services through the use of proven best practice processes
- Improved customer satisfaction through a more professional approach to service delivery
- Improved delivery of third party services through the specification of ITIL
- Improved morale of service delivery and recipient staff
- Increased competence, capability and productivity of IT staff
- Increased staff retention
- Improved systems/ applications availability

**Telephone:**  
+254 20 444 2900

**Email:**  
[sales.ke@quintica.com](mailto:sales.ke@quintica.com)

Our certified courses are available on demand. We provide all materials and are able to facilitate courses at your site. To find out more about minimum requirements and course fees, please contact us.

**Course Overview:**

We currently offer the following ITIL courses:

**ITIL® v3 Awareness**

The awareness session is simply meant to address the question "Why IT Service Management?" It takes a high level look at all the ITIL® disciplines and how they relate to the business imperative. ITIL Awareness courses are available as private courses. Public courses may be made available subject to demand.

**ITIL® v2-v3 Foundation Bridge**

This intensive one day programme is a bridging course allowing candidates a fast track route to the new ITIL®v3 Foundation Level Certification; based on their current understanding of ITIL® v2. It highlights new and changed topics in ITIL® v3 from earlier versions. v2-v3 Foundation Bridging courses are available as private courses. Public courses may be made available subject to demand.

**ITIL® v3 Foundation**

This is an intensive, fully accredited programme for all IT Professionals looking to start their ITIL® Certification track. Based on the official syllabus, the ITIL® Foundation Certificate in IT Service Management guides candidates through the required elements of ITIL® and provides the necessary features to aid in preparing for the final exam. Quintica run a series of both Private and Public courses. Dates for public courses are listed below:

**ITIL® v3 Intermediate**

The intermediate level qualifications are split into two distinct streams, the lifecycle stream which is based on the 5 books that make up ITIL® v3 and the Capability stream which focuses on clusters of process activity, their use and execution. The full range of

Month	Course Dates	Exam Date
June 2010	14th, 15th and 16th	19th
July 2010	12th, 13th and 14th	17th
August 2010	16th, 17th and 18th	21st
September 2010	13th, 14th and 15th	18th
October 2010	12th, 13th and 14th	17th
November 2010	15th, 16th and 17th	20th

Intermediate courses can be delivered, namely:

- Service Strategy
- Service Design
- Service Transition
- Service Operations
- Continual Service Improvement
  
- Service Offerings and Agreements
- Release, Control and Validation
- Operational Support and Analysis
- Planning, Protection and Optimisation

ITIL® v3 Intermediate courses are available as private courses. Public courses may be made available subject to demand. Please contact us for further details.

**ITIL® v3 Managing Across the Lifecycle**

This qualification is the final qualification the candidate (unless bridging from a v2 Service Managers) must take prior to achieving ITIL® v3 Expert level. The Managing Across the Lifecycle qualification pulls together the knowledge gained from the lifecycle and/or capability stream qualifications to ensure the knowledge needed to manage IT Services. ITIL® v3 Managing Across the Lifecycle courses are available as private courses. Public courses may be made available subject to demand. Please contact us for further details.

**ITIL® v2 Service Managers**

The programme consists of two major elements. The Service Delivery and Service Support processes. Each element is an in depth analysis of processes and inter process relationships and most importantly how these processes support the delivery of quality services to customers and end users. v2 Service Managers courses are available as private courses. Public courses may be made available subject to demand. Please contact us for further details.

**ITIL® v2-v3 Managers Bridge**

For those who already have ITIL Service Manager Certification, this course represents the quickest path to achieving the ITIL® Expert Certification. This is a four day bridging course offers an intense focused study of the new topics in ITIL® v3 and bridges the gap between the ITIL Manager's Certificate. v2-v3 Managers Bridging courses are available as private courses. Public courses may be made available subject to demand. Please contact us for further details.

**ITIL® v3 Expert**

This is the most advanced, fixed syllabus course currently offered by the APMG for ITIL® Training and is aimed at those individuals interested in demonstrating their superior knowledge of ITIL® v3 in its entirety. ITIL® v3 Expert courses are available as private courses. Public courses may be made available subject to demand. Please contact us for further details.

**Facilities:**

Quintica's in-house training facility may be used for delivering training. Alternatively, training can be arranged on your site. Please contact us to discuss your requirements.

**Related Services**

- ITSM Simulation
- PRINCE2 Training

## About Quintica

Quintica is a quality driven, consulting, education, technology and managed service provider. We assist companies to meet their business objectives by understanding and bridging the gap between their defined strategy and operations.

We ensure the correct people, processes (operational & support) and technology are in place to support and deliver the key services your Organisation depends on; this is done using our proprietary methodology, the Q-Journey.

The Q-Journey is based on international standards and frameworks and is delivered through a collaborative approach to ensure the highest level of quality is maintained.

The Q-Journey focuses on helping Organisations manage their COSTS, CASH and CUSTOMERS to ensure long term business sustainability and covers the full spectrum from consulting and training to implementation and cloud computing services.

Quintica was founded in 2001 with a remit to create a classic Service Management company. In 2009, Quintica and the Eaton Group, a telecommunications infrastructure provider, saw an opportunity to extend an existing and very successful joint venture and the two companies merged.

Quintica has developed its business based on four core services; Information Technology, Business Management, Human Resources and Customer Relationship Management, each of which shares an objective to achieve and maintain global standards. Through these services we enable our clients to enhance their business, manage cash-flow, reduce their costs and attract new customers, resulting in businesses which stand head and shoulders above the competition.

To deliver our promise, we access the widest array of specialist expertise. Our approach is a collaborative and consultative one, with no pre-subscribed solution, but rather a bespoke creation deployed to suit your specific requirements based around our methodology.