



Press Release

FOR IMMEDIATE RELEASE

SOLUTIONS³ INTRODUCES EXPANDED IT SERVICE MANAGEMENT TRAINING SOLUTIONS

Wyckoff, NJ, November 7, 2008 – Solutions³ has expanded IT Service Management (ITSM) training offerings to help IT organizations realize the benefits of service and process oriented IT Service Management. Solutions³ training and consulting is based on the highly regarded IT Infrastructure Library® - ITIL®, version 3.

Expanded offerings include:

1. ITSM Executive Overview

This half day executive ITSM seminar provides an introduction to ITIL®-based ITSM, exposing the value of a process-centric and service lifecycle approach.

2. ITSM Awareness Seminar

This one day ITSM seminar for the general IT staff overviews 5 service lifecycle phases, over 20 processes, and 4 functions that document ITIL®v3 best practices. Attendees gain insights into ITIL® basics and why it is important to IT organizations.

3. V2 to V3 Delta Seminar

This half-day seminar introduces ITIL®v3 to those already familiar with ITIL®v2. This session highlights v2-to-v3 differences and introduces key new areas, including v3 core of 5 books, over 20 processes, 4 functions, service lifecycle focus, and certification scheme changes.

4. ITIL v3 Foundations and beyond is also available – contact Solutions³ for details.

Solutions³ has IT Service Management training options for your government environment. Customized training, combination consulting/training, and assessments are available.

Solutions³ is an award-winning premier consulting and training organization providing expertise in IT Service Management. Solutions³ believes a complete ITSM solution addresses the three key areas of IT: **People**, **Process**, and **Technology**. This three-dimensional approach ensures that all aspects of the solution function together effectively. Through a custom training approach, Solutions³ equips **people** with the knowledge and hands-on experience to effectively manage their IT solution. This enables businesses to increase service levels, decrease costs, and improve security through the use of ITIL® based **processes**. And, by implementing best of breed software **technology**, Solutions³ provides the IT management capabilities needed to create a complete solution. Its collaborative methodology coupled with highly qualified resources results in a project that is well-defined, clearly understood and supports its client's business objectives, adding to their overall success.

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