

Together we make...

Headway

The subsidized advancement program for the unemployed IT professional

A collaborative effort between EXIN, the University of Dallas, itSMF USA, SED-IT, Optimize! and New Horizons has led to a fast-tracked, subsidized advancement program for unemployed IT professionals.

Designed to help you achieve your ITIL® Expert Certification quickly and cost effectively the Headway Program offers a selection of courses at **SUBSTANTIALLY** discounted rates.

Expand your skills and increase your employment chances by taking advantage of a great ITSM training opportunity brought to you by leading ITSM professionals. Not only are the instructors some of the best in the business but notable industry experts will also be contributing with coaching sessions and presentations.

Our courses include:

→ The necessary ITIL® Books ¹	→ Student Binders ¹	→ Exam	→ Proctor ¹
→ Three months membership provided by itSMF USA		→ Lunch & refreshments	

Courses currently offered:

→ V3 ITIL® Foundation		→ V2 ITIL® Service Manager
→ V2 ITIL® Service Manager Prep Class		→ V3 ITIL® Manager Bridge
→ Project Management		

Courses we hope to offer soon:

→ V3 ITIL® Intermediates		→ ISO/IEC 20000 Foundation
→ ISO/IEC 20000 Implementation		→ MOF

Check the next page for our recommended certification path

Exciting news for those of you with PMP certification – you get 22 PDUs for the Foundation class and 70 for the V2 Service Manager!

¹ For the Foundation Course, if the student wishes to do self study instead of attend one of our courses, they will have the option to use our student binder and discounted ITIL book or they can provide their own. We will still provide them with a discounted exam and we will help them find a proctor.

We recommend various paths to help you reach ITIL Expert:

Just starting out? Then the fastest path for you is:

V3 Foundation → V2 Manager → V3 Manager Bridge

Have your V2 or V3 Foundation? Then the fastest path for you is:

V2 Manager → V3 Manager Bridge

Completed the V2 Manager training but haven't taken the exam yet? Then the fastest path for you is:

V2 Manager Prep → V3 Manager Bridge

Have your V2 Manager Certificate but need to become an ITIL Expert? Then the fastest path for you is:

V3 Manager Bridge

Courtesy of the University of Dallas we have a great location in Frisco, Texas. If you live outside the area don't worry, we have several local hotels, Hampton Inn & Suites, Holiday Inn and Homewood Suites by Hilton, offering our students excellent rates, some even include breakfast and evening meal.

Interested in hearing more about this non-profit program and how we can help you?

Then please contact Jeanette Smith at jsmith@practical-itsm.com or call (1) 214-682-6322 and mention the Headway Program. Note: More detailed information can also be found at www.practical-itsm.com/headway

What is ITIL®?

ITIL® (IT Infrastructure Library) is the most widely accepted approach to IT Service Management in the world. ITIL provides a comprehensive, consistent and coherent set of best practices for IT Service Management, promoting a quality approach to achieving business effectiveness, and efficiency in the use of information systems.

ITIL® is the only consistent and comprehensive documentation of best practice for IT Service Management. Used by many hundreds of organizations around the world, a whole ITIL philosophy has grown up around the guidance contained within the ITIL books.

Web links for the Headway Program sponsors

EXIN - www.exin-exams.com

itSMF USA – www.itsmfusa.org

SED-IT - www.practical-itsm.com

Optimize! – www.optimize-solutions.net

New Horizons - <http://www.nhmn.com>

University of Dallas - www.udallas.edu/gsm/cpd/friscocampus.cfm

Quick Cater – www.quick-cater.com