

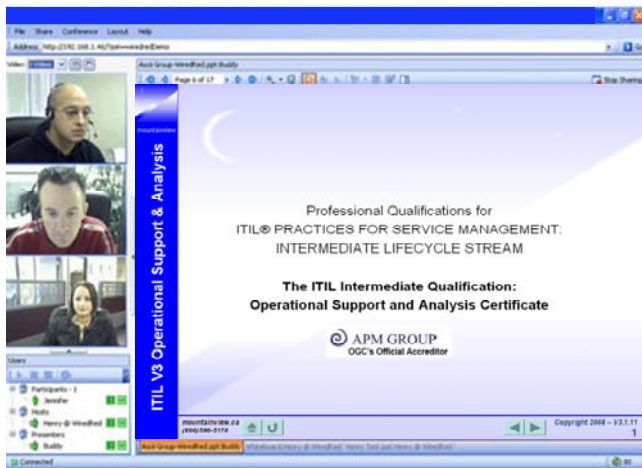
Distance Learning & Computer-based Training (CBT)

“It was the best of times, it was the worst of times”, A Tale of Two Cities

The ITIL V3 Intermediate Certification classes are hard to deliver due to the limited student enrollment and associated cost. Mountainview has a solution that is affordable and now available without traveling to a large metropolitan center.

What is Distance Learning?

Distance Learning is a method that applies technology, and instructional systems design to deliver education to students who are not physically "on site". Trainers and students communicate in real time through collaboration technology such as video conferencing, voice over IP, chat, electronics whiteboard, and desktop sharing rather than attending courses in person. Most universities use distance learning as a standard teaching method.



What is Computer-based Training (CBT)?

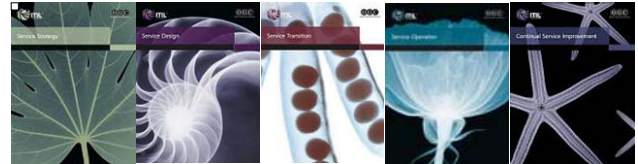
The primary means of delivery is a computer. Our CBT courseware is delivered via a PowerPoint with animation, navigation and supplementary material to enhance the learning experience. You are not tied to the internet and can study on a plane, train or boat.

If you are a large corporation then our Learning Management System provides a detailed statistical analysis report for executive decision support. CBT is designed for individuals that like to study in private, self-motivated, cost conscious, and have

time. Our CBT Program is designed to achieve the required Bloom Level as defined in the syllabus to comply with Examination Institute's most stringent requirements.

No More Travel Expenses

If a student has to commute to another city to attend a training class, the travel related costs (airfare, hotel, car rental, meals) can be as much as 100% of the cost of the training course itself.



Finding a qualified trainer that wants to commute is always a challenge and then transporting them to another city is costly. Typically training providers like to use local resources to reduce their travel costs; however, this can lead to quality limitations.

No More Security Risk and Wasted Time

911 has reshaped our definition of security. Pandemics are closing some borders. The world today is not what it once was. Now our families worry every time we step onto a plane.

A significant amount of wasted time is spent while traveling. The average commute time for a flight with 2 hops is 8 hours. This does not include delays and cancellation due to security, weather and/or mechanical issues.

No More Cancelled or Postponed Classes

Public On-site Classroom cancellation is a typical problem in the training business. Quite often a student registers and plans for a course and then the class is cancelled when the minimum class size is not met. Cancellations are very disruptive, annoying and costly for the student.

Our recommended maximum distance learning class size is six. We will run a class with one if necessary.

The cost of managing Public On-site Classroom training is high and the student pays for the indirect costs, e.g.:

- property taxes
- cleaning, heating and cooling
- lighting and electricity
- computers and IT support services
- security systems and staff
- facilities administration staff - reception
- décor, paint, signage, repair of assets
- building maintenance, snow removal, gardening

- travel expenses – meals, car rental, airfare
- idle or empty classrooms

- Handouts
- and many other useful documents

Access to the Best Quality Trainers

Finding a good trainer is difficult even in the best of times. The most qualified trainers are not typically local and must travel. As much as 40% of trainer's time can be spent in travel time. This increases the training prices and availability. Distance Learning removes these travel limitations and restrictions.

We can provide you with a list of available trainers with their biography and credentials. The student can interview and select the one they prefer.

Low Telecommunication Costs

The evolution of telecommunications technology has brought about significant opportunities for everyone around the world. Telecommunication costs have plummeted from thousands of dollars to just pennies. However, the cost of energy, transportation, accommodations and food has increased to unprecedented levels that have increased on-site training pricing.

No More Borders

Distance Learning has no boundaries. We can provide training in any country around the world.

Video Conferencing

Video Conferencing has all the impact and personal contact of a face-to-face meeting, so you can leverage the creativity and collaboration that exists in being the same room.

It's a highly effective medium for training, yet takes a fraction of the time and expense involved in sending the participants to a single meeting location.

Video Conferencing is not mandatory. The student does not have to invest in a web camera.

Benefits

- **20% discount on your next class if we cancel or postpone the class**
- Accredited Trainer – ITIL V3 Expert, Capability and Lifecycle Certified (in compliance with APMG requirements)
- Comprehensive Courseware Material:
 - Slides
 - Process Quick References
 - Case Studies
 - Templates

Certification Criteria

Mountainview's CBT and Distance Learning courses meet all of the accreditation criteria. Ask us for proof.

Examination

The examination is conducted via the internet using your computer and a web browser. You must identify a person to supervise the web-based exam and they will have to sign confidentiality agreement. You can use a Prometric Testing Center if you prefer for the Foundation level courses.

Distance Learning System Requirements

- Pentium 3 with 256MB of memory minimum
- Windows XP, Vista, Apple OS10
- Monitor 12 inch minimum
- Web Browser – Java enabled
- High bandwidth Internet connection
- HTTP(port 80)
- Headset (microphone and speakers)
- Optional: Web Camera

CBT Program contents

Student manual (shipping and handling extra)

- Course slides from the CBT
- Sample exams
- ITIL V3 Process Quick Reference
- APMG Qualification Guide
- APMG Syllabus
- Course outline
- Feedback Form

CBT (emailed)

- Same PowerPoint that the is used in the class

Pre-study (emailed)

- Several documents to help you prepare

NOTE: Requires Digital Rights Management

Availability

Distance Learning is available for all Foundation and Intermediate ITIL V3 courses. CBT is available for all except the Manager's Bridge as prescribed by APMG.

Contact Information

(613) 596-5170

itsm@mountainview.ca