



METAFORE
IT SOLUTIONS

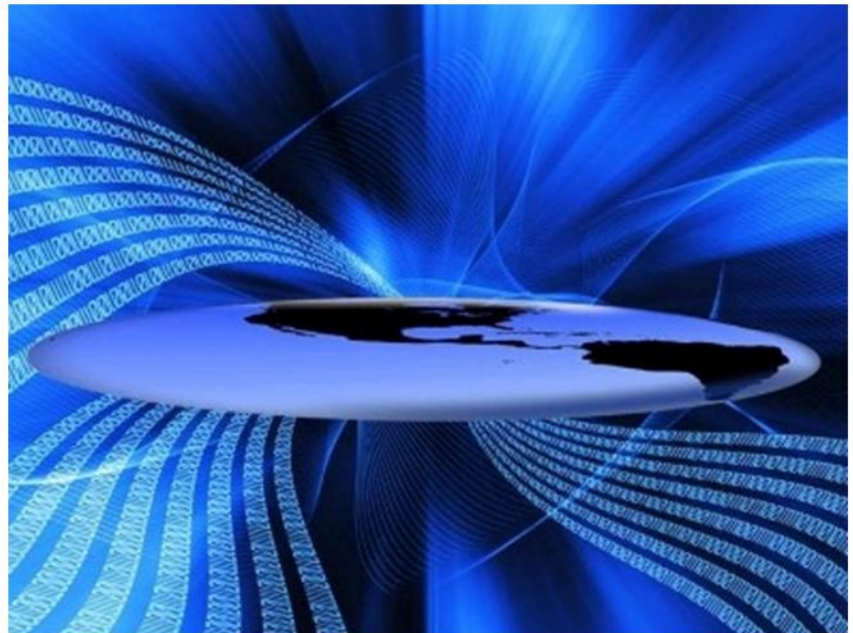
and



BURNTSAND

present

Achieving ROI From An ITIL Investment



Kitchener / Waterloo

Date: Tuesday, June 24 28, 2008

Time: 8–9:30am

Location: Holiday Inn, 30 Fairway
Road South, Kitchener

London

Date: Wednesday, June 25, 2008

Time: 8–9:30am

Location: Best Western Lamplighter
Inn, 591 Wellington Road South

Windsor

Date: Thursday, June 26, 2008

Time: 8–9:30am

Location: Hampton Inn & Suites,
1840 Huron Church Road

**Continental Breakfast will
be served.**

Door Prizes !!

To Register

Call Mary Didiano

1-877-638-2367, Ext 4030

Email: mdidiano@metafore.ca

ITIL (IT Infrastructure Library) is the global defacto standard in IT Services Management. These “Best Practices” are scalable to any size organization.

- Value of ITIL
 - Business Drivers/Benefits
- ITIL V3 Update
 - Differences from V2
 - Why The Change?
 - Why Move Forward?
- What is the Importance and Value of Automating Process?
 - Vendor Agnostic
- ITIL V3 Training Offer

Join Metafore and Burntsand for this complimentary seminar.

Burntsand is a customer-focused, forward thinking North American leader in the delivery of Enterprise Content Management, Portal and Service Management Solutions focused on leading technologies including Microsoft, Documentum and Remedy.