

# ITIL

## Professional Certification Practitioner Level

LEADING TO THE ISEB/EXIN  
PRACTITIONER CERTIFICATE FOR THE IT SERVICE PROFESSIONAL

The Practitioner courses are based on the ITIL best practice methodology and are designed for practising IT Service professionals. These courses provide in-depth & comprehensive coverage of specific ITIL functions, effective and efficient integration with other processes and are for IT Service professionals aiming to master best practice within a key function of IT service management.

### 1 CHANGE CONTROL MANAGEMENT

This 2 day course delves deeply into the processes of Change Control, how to maintain stability by efficient IT infrastructure and service changes, and thoroughly explores the relationships & fit with overall quality service management strategy.

- Concepts of Change Management
- What is Change Management
- Content & scope of Control Processes
- Integrated Change Management Process
- How to monitor and report effectiveness & statistics

**MELBOURNE**  
18-19 OCTOBER

**SYDNEY**  
25-26 OCTOBER

### 2 SERVICE LEVEL MANAGEMENT

This 2 day course provides an in depth coverage into Service Level Management processes, controlled implementation of Service Level Agreements and how to successfully make the relationships work.

- Concepts of Service Level Management (SLM)
- Components of SLM
- Content & scope of Service Level Agreement (SLA)
- How to create, negotiate and implement SLA's
- Evaluation & review of SLA's and SLM's

**MELBOURNE**  
20-21 OCTOBER

**SYDNEY**  
27-28 OCTOBER



*"Keeping Pace  
With Technology"*

## Who Should Attend

These courses are designed for practising IT service professionals and are suitable for anyone involved with or responsible for the practical application of a specific ITIL function. Each course delves deeply into the processes and the relationships between functions and provides a very comprehensive coverage of the core ITIL function.

## What are the Benefits of ITIL?

The ITIL methodology offers a systematic, professional approach to the management of IT service provision. It emphasises the importance of satisfying business needs in a cost-effective manner. Organisations can benefit from adopting an ITIL-based approach to IT Service Management in 4 ways:

- **Reduced Costs** to your organisation are achieved because an effective methodology leads to greater productivity and more efficient practices through best use of skills, experience and resources
- **A solid foundation for growth.** ITIL ensures that your organisation builds its IT services on a solid foundation of proven principles. This is a key factor in business success and has never been more important than in today's rapidly changing environment.
- **Improved user and customer satisfaction.** ITIL ensures your IT services are designed and developed in sympathy with customer/user needs and goals. This ensures better communication and information between IT staff and users/customers which in turn translates into better performance for your organisation
- **A quality approach to IT service provision** leads to more professional staff who are more effective in their work performance. This in turn leads to lower staff turnover and higher staff morale.

## Certification & Examination

The ITIL Methodology is now available as a structured training program with fully accredited professional certification. The certification program is available at three levels Foundation, Practitioner and Master Level.

These training courses are designed to meet the requirements of the ISEB/EXIN and successful completion of the Foundation Certificate in IT Service Management is a pre-requisite to gain the Practitioner Certificate.

The examination is optional and it is possible to attend the course without taking the exam, although the majority of participants prefer to do both.

Two examination organisations are accredited by the CCTA to offer formal qualifications in ITIL:

- **ISEB (Information Systems Examination Board)** operating in the UK, Ireland and Commonwealth countries.
- **EXIN (Examination Institute of the Netherlands)** providing examination elsewhere

Both organisations are non-proprietary and non-profit making, preparing and administering the examinations work closely together on the examinations with the objective of developing a single broad approach while at the same time taking account of differing local conditions.

### THE ITIL Information Kit

If you want further information on ITIL we will be pleased to send you the **ITIL Information Kit**.

Just email [itil@alctrain.com.au](mailto:itil@alctrain.com.au) or else phone Marilyn Banfield (02) 9211 0600.

#### WHAT OTHERS SAY

*"The IT Infrastructure Library is an excellent resource on best practice in IT management. Its modular and concise nature facilitates immediate access to relevant issues. It addresses a very wide range of traditional and modern IT management areas and it is surprising just how often the ITIL has the answers."*

**Ron Sawyer**  
Head of Customer Service, Computer Centre  
Monash University

*"Every company should adopt this plan".*

**Paul J. Richard,**  
Canadian Depository for Securities

*"I found this session to be very informative and a definite benefit to my new position in IT."*

**Howard Ziedenberg, Bell Sygma**

*"I feel the ITIL processes will certainly help us get better organised. I am very impressed."*

**Steve Sullivan,**  
Region 3 Hospital Corporation

# – Practitioner Level

in IT Service Management

2 DAYS

LEADS TO THE ISEB/EXIN PRACTITIONER ITIL CERTIFICATE

STRICTLY  
LIMITED  
CLASS SIZE

## Change Control

*Successfully control change while maintaining the quality of your IT services*

### OBJECTIVES

As organisations become more dependent on IT services, and technology continues its rapid growth and change, the need for IT to keep abreast of requirements increases.

Experience shows that many IT service quality problems currently being encountered can be attributed to changes that have been made to part of an existing IT system. A Change Control system offers a means to control changes and eliminate subsequent problems.

The ability to make changes without errors and wrong decisions is necessary for an efficient IT service. Change Control provides a mechanism to control and manage the initiation, implementation and review of proposed changes to the operational IT Infrastructure.

Without a change control system in place, IT services - and the business that depends upon them - are at risk.

### WHO SHOULD ATTEND

System administrators, network administrators, data centre managers, and others involved with the assessment and implementation of change in the IT infrastructure.

### WHAT YOU WILL LEARN

- Design a practical and effective Change Control system
- Define the responsibilities of a Change Manager and select an appropriate person to fill the role
- Create your own Change Advisory Board to assess requests for change and to review the progress of change implementation
- Plan and schedule changes to minimise problems
- Evaluate change effectiveness and report on errors related to Change Control
- Ensure communication between Change Control and other IT management processes

### EXAMINATION

Optional examination leading to official ITIL certification in Change Control Management. 2<sup>1</sup>/<sub>2</sub> hours, 3 essay-style questions, open book, 55% pass mark.

### EXAM PRE-REQUISITE:

Pass grade in IT Service Management Essentials exam.

2 DAYS

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LIMITED  
CLASS SIZE

## Service Level Management

*Translate your business demands into quality IT services*

### OBJECTIVES

Service Level Management is the process of managing the quality and quantity of delivered IT services according to a written agreement between customers and the IT department.

Crucial to success is the recognition by all parties that a service is being supplied and received. Recognition of this is formalised by the preparation, agreement and maintenance of formal Service Level Agreements that document all the relevant details of an IT service.

Effective service level management will deliver improvements in business performance and in customer perception of the delivered IT services, with an associated reduction in the impact of poor service. It will enable you to achieve a specific, consistent, measurable level of service.

Service Level Management can also be used to formulate and offer Outsourcing services.

### WHO SHOULD ATTEND

IT Managers, internal IT account managers, customer liaison manager and other responsible form implementing Service Level Management and Service Level Agreements.

### WHAT YOU WILL LEARN

- Successfully implement a Service Level Management system
- Identify the importance of Service Level Management in maintaining a good relationship between your IT organisation and the needs of your business
- Make realistic Service Level Agreements that meet the business requirements of your customers while aligning your underlying IT processes to support those agreements
- Avoid common pitfalls in Service Level Agreements and reduce the chance of unpredictable demand
- Create controlled underpinning contracts with suppliers
- Ensure communication between Service Level Management and other IT management processes

### EXAMINATION

Optional examination leading to official ITIL certification in Service Level Management. 2<sup>1</sup>/<sub>2</sub> hours, 3 essay-style questions, open book, 55% pass mark

### EXAM PRE-REQUISITE:

Pass grade in IT Service Management Essentials exam.

# Course Faculty

The quality of any training program is very dependent on the calibre of the instructor. The **IT Service Management Essentials** course available through ALC Training will be presented by an instructor of the highest calibre. Our instructors are distinguished by the fact that they all hold the ITIL Master Level Certificate, have many years practical experience in IT service management, and have achieved international status and recognition for both training and implementation.

# Benefits of ITIL

The ITIL methodology offers a systematic, professional approach to the management of IT service provision. It emphasises the importance of satisfying business needs in a cost-effective manner. Organisations can benefit from adopting an ITIL-based approach to IT Service Management in 4 ways: reduced costs; a solid foundation for growth; improved user and customer satisfaction; a quality approach to IT service provision.

## HOW TO REGISTER

<b>1.</b>		Complete the Enrolment Form below and fax to ALC. A confirmation letter and invoice will be sent to you. To help us ensure accuracy please type or print clearly with a black pen.  <b>FAX: (02) 9211 0705</b>
<b>2.</b>		Register by <b>email</b> - Send your details to <b>itil@alctrain.com.au</b> Please send COMPLETE details as per the enrolment form below
<b>3.</b>		Register <b>online</b> - Visit our Web Site at <b>www.alctrain.com.au/itil</b>
<b>4.</b>		If you have any queries please call ALC on: <b>TEL: (02) 9211 0600</b>
<b>5.</b>		Please send all mail to: <b>ALC Training Pty Ltd</b> Suite 101, 3 Smail Street Broadway NSW 2007

## COURSE DETAILS

<b>FEES:</b> (per delegate)	<b>Single Delegate</b> \$
Change Control Management, Course + Exam	1305
Service Level Management, Course + Exam	1305
<b>TERMS:</b> Fees are payable in advance and include the cost of lunch, morning and afternoon tea and all seminar materials. Cheques should be made payable to <b>ALC Training Pty Ltd.</b>	
<b>DATES:</b>	
Change Control Management	Melbourne 18-19 October 1999
	Sydney 25-26 October 1999
Service Level Management	Melbourne 20-21 October 1999
	Sydney 27-28 October 1999
<b>VENUE:</b> The seminar will be held at a high quality centrally-located hotel. Full details will be on your enrolment confirmation letter.	
<b>CANCELLATION:</b> There can be no refund for cancellations made within 5 working days of the seminar. Substitutions however, can be made at any time.	
<b>TIMES:</b> The seminar will be held from 9.00 a.m. to 5.00 p.m. each day. Registration is from 8.30 a.m. on the first day.	

Customer Service: (02) 9211 0600

Web Site – [www.alctrain.com.au/itil](http://www.alctrain.com.au/itil)

# ENROLMENT FORM

Complete now to reserve your place(s)

**Change Control**  Tick Course  
**Service Level Management**  Change Control Management  
TRACK CODE: A B C D E F G R  Service Level Management


	FIRST NAME	SURNAME	POSITION	<input checked="" type="checkbox"/> Tick City
1	Mr/Mrs/Miss/Ms			<input type="checkbox"/> Sydney
2	Mr/Mrs/Miss/Ms			<input type="checkbox"/> Melbourne
3	Mr/Mrs/Miss/Ms			
4	Mr/Mrs/Miss/Ms			

Organisation: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_ Phone: (    ) \_\_\_\_\_ Fax: (    ) \_\_\_\_\_

I wish to pay by  cheque. Fee enclosed \$ \_\_\_\_\_ Please charge my:  Amex  MasterCard  Visa

Signature:  No.:

Cardholder's Name: \_\_\_\_\_ / \_\_\_\_\_

<b>Training Contact:</b>	Mr/Mrs/Miss/Ms	Position	<b>Accounts Contact:</b>	Mr/Mrs/Miss/Ms	Position
	Email	Phone		Email	Phone