



IT SERVICE MANAGEMENT

ADVANCE YOUR CAREER WITH
AUSTRALIA'S TOP ACCREDITED
TRAINING PROVIDER.

ALC - The longest serving provider
of ITIL training in Asia-Pacific.

- \\ Launched ITIL in Singapore and Malaysia in July 1998
- \\ Launched ITIL in Australia in 1999

FROM
FOUNDATION TO
MASTER
WE'VE GOT YOU
COVERED



Widest range of training programs

ALC is an Australia-based market-leading provider of training in Enterprise IT for business and government, since 1994. Our focus is on professional certifications and the best-practice methods and frameworks that ensure you get the most out of your investment in IT.

Browse through this portfolio to see our extensive range of IT Service Management training programs. Courses are available either Face-to-Face or in Live Virtual format. Choose the course you want from the public schedule on our web or else we can organise a private presentation just for your team.

Outstanding Trainers

Many things go into making a great training course. But the most important is always the trainer. Our reputation is based on the quality of our trainers. We bring you the best - people with extensive real-world experience who have distinguished themselves both as subject matter experts and as training professionals. Please take a look at the Faculty page on our web.

Top Value

Quality usually comes at a premium, but we work hard to be able to offer our courses at very competitive prices. If you have teams to train, we have many options to make your training as cost-effective as possible, for both organisations and individuals.

Great Customer Service

Training for us is not a sideline activity – it is all that we do. And we have been doing it since March 1994. In that time we have seen many training companies come and go. To be a market leader all this time, we must be doing something right. We are a team of dedicated and capable people who care about what we do. We give it single-minded focus. We offer commitment, professionalism and enthusiasm.

1300 767 592

customerservice@alc-group.com

alctraining.com.au

FOUNDATION

ITIL® 4 Foundation

2 Days

The essential starting point for anyone wanting to get started in ITIL.

ITIL 4 has been designed to help organisations meet the increasing challenges of today's complex digital environment by integrating concepts from Agile, DevOps and Design Thinking. ITIL 4 represents an advanced guidance that prepares organisations for success in their digital transformation journey by focusing on creating and delivering value to their customers.

The ITIL Foundation certification course is no longer a "nice to have" but a "must have" for any organisation or department or individual serious about improving IT Service Management.

The ITIL 4 Foundation certification is a pre-requisite for the Intermediate level courses.



INTERMEDIATE

ITIL® 4 Specialist: Create, Deliver and Support (CDS)

3 Days

ITIL CDS addresses the cultural and team management aspects of product and service management, provides an overview of the tools and technologies which support service management, and demonstrates how to integrate different value streams and activities to create, deliver and support IT-enabled products and services, and relevant practices, methods and tools.

ITIL® 4 Strategist: Direct, Plan and Improve (DPI)

3 Days

Covering the core service management concepts and practices beyond foundation level, equipping organisations and individuals with better understanding and application to establish a learning and improving IT organisation. The principles, methods and techniques that can be universally used to direct, plan and improve are explored and explained in this course.

ITIL® 4 Specialist: Drive Stakeholder Value (DSV)

3 Days

This course covers the core service management concepts and practices beyond the foundational level to focus on the establishment, maintenance and development of effective service relationships, to achieve the desired stakeholder value.

ITIL® 4 Specialist: High Velocity IT (HVIT)

3 Days

This course provides an understanding of the ways in which digital organisations and digital operating models function in high-velocity environments, focusing on rapid delivery of products and services to obtain maximum value. Providing candidates with an understanding of working practices such as Agile and Lean and technical practices and technologies such as The Cloud, Automation, and Automatic Testing.

ITIL® 4 Leader: Digital and IT Strategy (DITS)

3 Days

DITS focuses on the importance and challenges of creating an appropriate digital strategy to enable the success of businesses and how it can (and should) be integrated to the IT strategy and aligned with the wider organisation's goals.

COMING SOON... SELF-PACED | ITIL PRACTICE MANAGER

ITIL Practice Manager introduces 15 individual practices offered through single training or bundled into 3 pre-built bundle packages.

The practice manager courses help you apply what you've learned in real-life work scenarios. The practices are also enriched with additional guidance on the capability model based on the ITIL 4 maturity model.

For more information on the ITIL Practice Manager courses/bundle packages please get in touch with ALC Training.

Monitor, Support and Fulfil

- \ Service Desk
- \ Incident Management
- \ Problem Management
- \ Service Request Management
- \ Monitoring and Event Management

Plan, Implement and Control

- \ Change enablement
- \ Release management
- \ Service Configuration Management
- \ Deployment Management
- \ IT Asset Management

Collaborate, Assure and Improve

- \ Continual improvement
- \ Service Level Management
- \ Relationship Management
- \ Information Security Management
- \ Supplier Management



\ **Very well done for an online course.** I really liked the use of a doc cam next to the slide deck to talk through material and annotate slides to make a point. I found it really clarifying and easy to follow. Great course material and experience. Very communicative. **The best online training course I have found in terms of communication and professionalism.** ALC really try to make the online course format work and put a lot of effort into how they do things. The ALC courses I have attended online are the best online courses I have found. ALC and their trainers are very professional and have put thought into the online training experience.

\ **What an interactive training it was.** I can't wait to incorporate what I learned for a productive result. The trainer presented the course content in an engaging and knowledgeable way, which primarily enabled me to understand and appreciate the subject matter. It was fun and engaging to learn! Real life sample was appreciated for us to relate the topics new to us.

\ My trainer is excellent and experienced. It really helps me understand the module, which is wonderful. Course is interactive. **The case study and exercises are helpful to understand the framework better.**

\ Initially I was hesitant that this was online/virtual and not in person as I was concerned about my attention span being at home rather than in a classroom but **the trainer was super engaging and everything ran very smoothly. 10/10 :)** He was amazing, well presented and deep dived into a lot of technical and managerial aspects of cyber security.

\ **The trainer was excellent at exam prep.** I really felt this was beneficial and I appreciated it greatly. The trainer is a very experienced instructor and always uses many interesting examples while he was explaining to us. This was my second ALC course that I have done. I have learnt a lot in both instances and I look forward to having another opportunity in the near future.

WHAT OTHERS HAVE HAD TO SAY ABOUT US!

ADVANCE YOUR CAREER



WHAT YOU GET WHEN YOU TRAIN WITH ALC

QUALITY. Many things go into making a great training course but the most important is always the trainer. Everyone claims they have great trainers. What we can say is that we have a long history of sourcing the best. That has been our business model for more than 30 years. For certain subjects our trainers are in fact world leaders. And for other subjects they are all outstanding – people with extensive experience who have distinguished themselves as training professionals over many years. They are enthusiastic about what they do and make learning an engaging experience.

RELIABILITY. We have a proven track record of helping more than 60,000 people in the region pass their exams.

VALUE. Quality usually comes at a premium but we work hard at all levels to ensure competitive pricing. Whether you're a small, medium or large organisation or a private individual, we make sure you get excellent value for your money.

CUSTOMER SERVICE. Our team is totally committed to providing the best customer service at all times. We will walk that extra mile.

GET AHEAD OF THE GAME GET CERTIFIED

1300 767 592
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Celebrating over
30 years of training
excellence!

AUSTRALIA'S
#1 TRAINING
PROVIDER

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