

# ITIL

## essentials

This Course is ITIL V3

Three Day Foundation Certificate Course in IT Service Management

- Service Desk Function
- Incident Management
- Problem Management
- Change Management
- Configuration Management
- Release Management
- Service Level Management
- Availability Management
- Capacity Management
- Financial Management
- IT Service Continuity Management
- Security Management
- Implementing ITIL

### Training Schedule

August – December 2007

#### Sydney

22-24 August  
17-19 September  
22-24 October

21-23 November  
12-14 December  
17-19 December

#### Melbourne

27-29 August  
24-26 September  
24-26 October

26-28 November  
17-19 December

#### Canberra

6-8 August  
10-12 September

24-26 October  
5-7 December

#### Brisbane

29-31 August  
26-28 September

24-26 October  
26-28 November

#### Adelaide

20-22 August

19-21 November

#### Perth

27-29 August  
29-31 October

3-5 December

#### Hobart

26-28 September

3-5 December

#### Darwin

2-4 October

10-12 December



in association with

Lucid IT

# ITIL essentials

Three Day Foundation Certificate Course in IT Service Management

course info

The ITIL Service Management Essentials (Foundation Level) course is a certification course based on the IT Infrastructure Library. This course provides a comprehensive insight into the 11 most important IT Service Support and Delivery processes and the Service Desk function. The focus is on an integrated approach to IT Service Management through cross-departmental processes and implementation of effective communication channels. Attendees learn a common vocabulary and a shared understanding IT Service Management best practice.

## Learning Outcomes

The aim of this course is for each participant to be able to:

- Use the ITIL terminology
- Recall the 11 IT Service Support and Delivery processes from ITIL
- Understand the characteristics of a best practice Service Desk
- Identify the sub-activities for each best practice process
- Understand how ITIL processes relate to the roles and responsibilities in an IT department
- Understand the issues of implementing ITIL processes into an organisation and creating a cycle of continuous improvement

## Who Should Attend

The ITIL Essentials course is appropriate for all IT staff, but more specifically people in the following roles should attend:

- IT Manager
- CIO
- IT Line Managers
- Process stakeholders
- Service Delivery Managers
- Participants wishing to progress to the ITIL Service Manager Masters Certification

## What is ITIL

The Information Technology Infrastructure Library (ITIL) is a best practice IT Service Management process framework developed by the Office of Government Commerce (OGC) within the UK government. It has been developed in collaboration with leading industry experts, consultants and practitioners over the last 15 years. Since its launch, ITIL has been widely accepted throughout the world as the de facto standard for best practice in IT Service Management.

## Learning Method

This course is instructor led with limited class size. Participants undertake practical activities to ensure understanding of concepts and terminology.

## Exclusive ITIL Simulation

A special feature of this course is the ITIL Simulation session exclusively developed by Lucid IT. This session provides additional knowledge and experience in the management issues of running an IT organisation and the implementation of ITIL.

## Lucid IT

This course is presented by ALC Training Pty Ltd in association with Lucid IT Pty Ltd, a leading provider of professional management services and Australia's most experienced practitioner of ITIL. Lucid IT brings to bear a practical, holistic approach towards process implementation with a strong focus on the delivery of results using best practices such as ITIL.

## In-House Training

This course is available for private presentation, either on your own premises or "off-site". There are many advantages to in-house training. Please contact ALC for a quotation and to discuss your requirements. Telephone 1300 767 592 or email [learn@alctraining.com.au](mailto:learn@alctraining.com.au)

## On-Line Learning

The ITIL Foundation Certificate course is now also available online. E-learning can offer a good solution if you are in a remote area or have a high volume training requirement. For further information please email [learn@alctraining.com.au](mailto:learn@alctraining.com.au)

### 1 Introduction

- History of ITIL
- ITIL Qualification scheme

### 2 Service Management as a Practice

- Service
- Service Management
- Processes
- Roles
- Organisation

### 3 The Service Lifecycle

- The Structure, Scope, Components and Interfaces of the ITIL Library
- ITIL Service Life cycle

### 4 Service Strategy

- Service Models
- Service Portfolio Management
- Demand Management
- Financial Management
- Return on Investment

### 5 Service Design

- Service Catalogue Management
- Service Level Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management
- Supplier Management

### 6 Service Transition

- Change Management
- Service Asset and Configuration Management (SACM)
- Release and Deployment Management
- Service Knowledge Management

### 7 Service Operation

- Incident Management
- Event Management
- Request Fulfilment
- Problem Management
- Access Management

### 8 Continual Service Improvement

- The Continual Service Improvement Model
- IT Governance across the Service Lifecycle

### 9 Technology and Architecture

- Generic requirements for an integrated set of Service Management Technology
- Understand how Service Automation assists with integrating Service Management processes

### 10 Related Standards and Frameworks

- ISO/IEC 20000
- ISO 27000
- ISO 9000
- ISO 19770
- ISO 15504
- SixSigma
- COBIT
- CMMI

### 11 ITIL Simulation

- The simulation puts course participants in the shoes of an organisation doing its best to maximise revenue through day-to-day operations
- Experience how to improve (ITIL) processes so as to achieve business goals
- Demonstrate improvements through a balanced approach encompassing people, process and technology

### 12 Implementing ITIL

- Implementation tips and tricks
- Business case and KPIs
- Aligning People, Process, Technology and Organisational requirements

#### Examination

The ITIL Foundation Certificate is an internationally-recognised qualification and is a pre-requisite for further qualifications in ITIL. The exam is set by EXIN, the international Examination Institute for Information Science. It comprises a 60-minute 40 question multiple choice examination and is held on the last day of the course.

#### IT Service Manager Masters Course

The ITIL Masters Program is designed for anyone who wants to ensure that they master best practice in IT Service Management. The program comprises 4 modules over 12 days of intensive training and provides an in-depth understanding of the 12 key ITIL processes as well as a thorough analysis of ITIL in a business context. The course culminates in two exams for the Manager's Certificate in IT Service Management, the premium service management qualification in the world today.

#### ITIL Version 3

The much anticipated ITIL V3 was released to the IT Service Management community on 30 May 2007. Whilst ITIL's history goes back some 20 years, this newest version is perhaps more significant than the previous because of the global uptake of ITIL over the past 5 years since the release of the ITIL V2 IT Service Support and Delivery books.

ALC offers ITIL Foundation Certificate courses for both ITIL V2 and V3. This course is V3. If you require V2 training please contact ALC.

# ITIL Education Program

ALC offers a comprehensive training program in ITIL at all levels – Foundation, Practitioner and Masters. Our courses are taught by leading practitioners with extensive “real world” experience. You don't get just the theory.

## ITIL Essentials

This 3-day “flagship” course is the ideal starting point for anyone interested in ITIL. It provides a comprehensive insight into the 11 most important IT Service Support and Delivery processes and leads to the Foundation Certificate in IT Service Management.

## ITIL Executive Overview

This one-day course shows how a vision for IT Service Management can be developed and how ITIL can facilitate IT-Business alignment. Available on an in-house basis only.

## ITIL V3 Conversion Workshop

One-day workshop provides a solid understanding of ITIL V3, where it differs from ITIL V2, and more importantly what ITIL V3 has to offer your organisation.

## IT Service Manager Masters Course

This program comprises 4 modules over 12 intensive days and is designed to ensure that participants truly master ITIL. It leads to the Manager's Certificate in IT Service Management, the premium service management qualification in the world today.

## ITIL Practitioner: Release and Control

Five-day course replaces the independent Change, Release and Configuration Management Practitioner Courses. You will learn how to implement, manage and optimise the CRC processes in an organisation through interactive classroom training.

## ITIL Practitioner: Support and Restore

Five-day course replaces the independent Service Desk/Incident Management and Problem Management Practitioner Courses. You will learn how to implement, manage and optimise the SIP processes in an organisation through interactive classroom training.

## ITIL Practitioner: Agree and Define


Five-day course replaces the independent Service Level Management and Financial Management Practitioner Courses. You will learn how to implement, manage and optimise the Agree and Define processes in an organisation through interactive classroom training.

For more information on ITIL refer to [www.alctraining.com.au](http://www.alctraining.com.au) or [www.ogc.gov.uk](http://www.ogc.gov.uk)

HOW TO REGISTER	
1.	 Register Online <a href="http://www.alctraining.com.au">www.alctraining.com.au</a>
2.	 Send your details by email <a href="mailto:learn@alctraining.com.au">learn@alctraining.com.au</a>
3.	 Fax the Enrolment Form below to: <b>Fax: (02) 9388 9100</b>
4.	 Any queries please call Customer Service <b>Tel: 1300 767 592</b>
5.	 Post the completed Enrolment Form to: <b>ALC Training Pty Ltd</b> PO Box 2229, Bondi Junction NSW 1355

COURSE DETAILS			
<b>FEES:</b> (per delegate)	<b>FEE</b>	<b>GST</b>	<b>TOTAL</b>
ITIL Essentials Course Only	A\$ 1470	147	1617
ITIL Essentials Course + Foundation Certificate Exam	A\$ 1720	172	1892
<b>VENUE:</b> The course will be held at a high quality centrally-located hotel. Full details will be on your confirmation letter and can also be found on our web site.			
<b>COURSE INFORMATION:</b> The course is held from 9.00am to 5.00pm and registration is from 8.30am. Fees include lunch, refreshments and all course materials.			
<b>TERMS and GUARANTEE:</b> To ensure your admission to the course, fees are payable in advance. To guarantee your satisfaction we offer a money-back or full credit policy. Details will be on your confirmation letter and our website. Cancellations with full refund will be accepted up to 5 working days before the course. After that time no refunds can be given, but substitutions may be sent at any time.			

## ENROLMENT FORM - ITIL Essentials

 ALC Training Pty Ltd is an independent Australian company dedicated to the provision of top quality training and professional services for business and government. ALC has no affiliations with any vendor of hardware or software and is therefore able to provide totally unbiased education, advice and support.

	NAME	POSITION	<input checked="" type="checkbox"/> SELECT	CITY / DATE
1	Mr/Mrs/Miss/Ms		<input type="checkbox"/> Course + Exam <input type="checkbox"/> Course only	
	Email	Mobile		
2	Mr/Mrs/Miss/Ms		<input type="checkbox"/> Course + Exam <input type="checkbox"/> Course only	
	Email	Mobile		

TRACK CODE: A B C D R

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

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


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

1.  Cheque payable to *ALC Training Pty Ltd*      2.  Purchase Order No.: \_\_\_\_\_

3. Charge to:  Master Card    Visa    Amex    Diners   Cardholder Name: \_\_\_\_\_

Card No.: \_\_\_\_\_

Exp Date: \_\_\_\_ / \_\_\_\_

Signature: 

<b>Person Making Booking:</b>	Mr/Mrs/Miss/Ms	<b>Send Invoice To:</b>	Mr/Mrs/Miss/Ms
	Position		Position
	Phone		Phone
	Email		Email