

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.

Implementing ITIL

Two-day course for those who have learned about ITIL and now need to implement ITIL in their organisation. The course answers the countless questions people have asked and issues they have faced when embarking on an ITIL implementation.

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 Management, Release Management 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 or www.ogc.gov.uk

HOW TO REGISTER

1.  Register Online
www.alctraining.com.au
2.  Send your details by email
learn@alctraining.com.au
3.  Fax the Enrolment Form below to:
Fax: (02) 9388 9100
4.  Any queries please call Customer Service
Tel: 1300 767 592
5.  Post the completed Enrolment Form to:
ALC Training Pty Ltd
Suite 1101a HCF House
1 Newland Street, Bondi Junction NSW 2022

COURSE DETAILS

FEES: (per delegate)	FEE	GST	TOTAL
ITIL Practitioner Course + Exam	A\$ 3850	385	4235
Refer to Website Schedule for current dates.			
VENUE: 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.			
COURSE INFORMATION: The course is held from 9.00am to 5.00pm with registration from 8.30am. Fees include lunch, refreshments all course materials and Practitioner exam.			
TERMS and GUARANTEE: 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 10 working days before the course. After that time no refunds can be given, but substitutions may be sent at any time.			

ENROLMENT FORM - ITIL Practitioner: Agree and Define



ALC Training is a leading provider of quality IT training for business and government in the Asia-Pacific region. ALC courses are held in Australia, New Zealand, Hong Kong, Malaysia and Singapore. ALC specialises in the three leading best-practice frameworks: ITIL for IT Service Management, PRINCE2 for Project Management and SABSA for Security Management. ALC has no affiliations with vendors of software or hardware and provides completely independent unbiased education.

	NAME	POSITION	CITY / DATE
1	Mr/Mrs/Miss/Ms		
	Email		
2	Mr/Mrs/Miss/Ms		
	Email		

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 Cardholder Name: _____
 Card No.: _____
 Exp Date: ____/____/____ Signature: **X** _____

Person Making Booking:	Mr/Mrs/Miss/Ms	Send Invoice To:	Mr/Mrs/Miss/Ms
	Position		Position
	Email		Email