

# ITIL

# Practitioner

## Agree and Define

**New “Cluster” Certificate combining:**

- ✓ **Service Level Management**
- ✓ **Financial Management**

This new ITIL Practitioner Certificate is one of three “Cluster” certificates specially designed to meet the current needs of IT service management professionals and practitioners. The previously separate Practitioner Certifications in Service Level Management and Financial Management have been combined into the one qualification collectively named Agree and Define.

In this 5-day course learn how to implement, manage and optimise the Agree and Define processes in your organisation by optimising the quality of services provided by IT organisations by responding to customer requirements in a cost justifiable manner.

***ITIL Practitioner – The Next Step for ITIL Professionals***

**Please refer to  
our website  
for dates**



# ITIL Practitioner

Service Level Management and Financial Management

**This 5 day practitioner course focuses on the implementation and management of the processes and functions involved in providing cost justifiable IT services that are aligned with the Customers needs.**

This course particularly focuses on Service Level Management and Financial Management. It is aimed at optimising the quality of services provided by IT organisations by responding to customer requirements in a cost justifiable manner.

Course work is completed in one five-day session during which participants will learn how to effectively implement, manage and optimise the Agree and Define processes in an organisation through interactive classroom training. Participants will be prepared to sit the associated EXIN certification examination.

## Learning Outcomes

At the end of this course, you will be able to:

- Understand the ITIL model sufficiently to be able to develop, implement and manage an Integrated Service Level Agreement and Financial Management process.
- Understand the practical aspects of creating a Service Catalogue, create and manage Service Level Agreements, Operational Level Agreements and Underpinning Contracts in order to meet customer expectations. At the same time Financial Management tracks budgets and service costs and if necessary charges to enable cost justifiable business decisions relating to the business requirements.
- Take and pass the exam for the Practitioner's Certificate in Agree and Define.

## Course Instructor

This course is presented by ALC well known as a leading provider of professional management, consulting and educational services in IT Service Management and as Australia's most experienced practitioner of ITIL.

## In-House Training

This and other ALC courses are 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)

## Who Should Attend

This course is designed for ITIL Process Practitioners, ITIL Process Owners and any IT professionals who will participate in the managing, organising and optimising of one or more of the covered processes in their organisation.

## Learning Method

This course is conducted as an instructor-led workshop and includes a combination of lectures and exercises. All the exercises make use of a case study to give the opportunity to implement ITIL and to improve IT Service Management within a 'real organisation'. Due to the practical nature of the practitioner roles, this course has a balance of 40% theory and 60% exercises to ensure concepts are understood precisely.

## Pre-requisites

- The ITIL Foundation Certificate.

## ITIL Practitioner – The Next Step For ITIL Professionals

The new ITIL "Cluster" Practitioner Certificates represent an important step for anyone serious about ITIL. Until now the choices have been very limited. Past the entry-level Foundation Certificate you could do individual Practitioner Certificates - there are at least 10 of them, a cumbersome and unattractive option. Or else you could take on the ITIL Manager's Certificate - a heavyweight qualification too daunting for most, with 11 days of training and six hours of written exams.

The new "Cluster" Practitioner Certificates provide an ideal "in between" solution for many ITIL professionals. By grouping individual Practitioner modules according to functionality they provide Certifications that are both relevant and substantial. Training is completed in 5 days, which includes a 2-hour multiple-choice exam. For more details about ITIL "Cluster" Practitioner please email [learn@alctraining.com.au](mailto:learn@alctraining.com.au)

# ITIL Practitioner

## Agree and Define

### Course Contents

## 1 Introduction to ITIL Agree and Define

- Overview of ITIL framework
- High level Agree and Define process relationships
- Goals and Benefits

## 2 Service Level Management

- Service Level Management activities
- Developing a Service Catalogue
- How to set up Service Level Agreements
- Vendor Management
- Measuring and reporting on service achievements
- Service Improvement Plan
- Implementing Service Level Management

## 3 Financial Management

- Financial Management activities
- Budgeting and Accounting for IT Services
- Charging for services to customers
- Relationship with Service Level Management
- Optimising the Financial Management process
- Best Practice Implementation of Financial Management

## 4 Implementation of Agree and Define

- Creating a business case
- Implementation framework

## 5 Process Maintenance and Improvement

- Process optimisation approach
- Monitor and optimize

- Plan and conduct audits
- Process governance

## 6 Other Standards

- ISO 20000
- AS8015
- AS8018
- CobiT 4.0

## 7 Agree and Define Simulations

- Practice managing and organising the process in a simulated environment
- Practice optimising the processes in a simulated environment
- Understanding of interfaces and relationships between the processes
- Understanding of the information flows between the processes

### 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.

### Examination

The **Practitioner Certificate in IT Service Management – Agree and Define** is awarded to those who have successfully completed this course and achieved a score of 65% or better on the two-hour multiple choice examination based on a case study presented during the course.

### EXIN

EXIN is an independent globally-recognised institute dedicated to defining educational standards and developing and organising examinations in all major areas of Information Technology. EXIN is well-known for its ITIL certificates in IT Service Management and plays an important role in the development of international qualification standards. EXIN offers true objectivity because it does not conduct courses itself and is not affiliated with any organisation that does. For more information refer [www.exin-exams.com](http://www.exin-exams.com)

# 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.

## HOW TO REGISTER

1.  Register Online  
**www.alc-group.com.au**
2.  Send your details by email  
**learn@alc-group.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 Online Pty Ltd**  
Suite 701, 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

**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 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 Practitioner: Agree and Define



ALC Online 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 SABSAs 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 Online 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