

Learn all about ITIL from Australia's most experienced ITIL Practitioners

# ITIL MASTERS

## TWELVE DAY IT SERVICE MANAGEMENT COURSE

LEADING TO THE MANAGER'S CERTIFICATE  
IN IT SERVICE MANAGEMENT

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.

The four course modules are:

MODULE 1

ITIL in Business (3 days)

MODULE 2

Service Support (3 days)

MODULE 3

Service Delivery (4 days)

MODULE 4

Review and Examination (2 days)

**Refer Website  
Schedule for  
Current Dates**



[www.alctraining.com.au](http://www.alctraining.com.au)

**The ITIL Service Manager Masters Program is aimed at IT managers, senior service and support staff, consultants and anyone who needs to ensure that they master best practice in IT Service Management.**

Based on ITIL (the IT Infrastructure Library), the course comprises 4 modules over 12 days of intensive training. Through case studies and exclusive simulation, participants gain experience as an IT Service Manager dealing with key management issues of running an IT organisation and the implementation of ITIL. Invaluable practical implementation guidelines are provided.

### **Objectives and Learning Outcomes**

The overall objective of the ITIL Masters program is to ensure that participants can return to the workplace with the personal skills and knowledge necessary to properly deploy the implementation and integration of ITIL functions. Specifically, the aim is for each participant to be able to:

- Optimise an IT Service organisation by creating synergy between people, process and technology
- Audit and analyse IT Service Management processes in an organisation
- Design an organisational structure to support the management and use of IT Service Management processes
- Describe the IT Service Management processes, their interrelationships and application
- Implement ITIL processes into an organisation and create a cycle of continuous improvement
- Recognise and deal with organisational change issues encountered when working with process implementation
- Manage the ongoing operation of an IT Services organisation

### **Certification and Examination**

This course is designed to meet all the requirements of the Manager's Certificate in IT Service Management. This qualification is awarded on the basis of a successful in-course assessment by the instructors together with successful completion of the two three-hour examinations (one for Service Support and one for Service Delivery) held on the last day of the program. These exams are set and marked by EXIN, the Examination Institute for Information Science.

### **Who Should Attend**

This course is designed for IT Managers, consultants and senior staff in IT Service Management, especially those who are involved in improving and optimising IT Service Management environments or advising on ITIL.

### **What You Will Receive**

In addition to a comprehensive workbook, all course participants receive the official ITIL Service Support and Service Delivery books.

### **Learning Method**

This course is led by two instructors and features lecture sessions, case studies, exercises and interactive sessions. Some self-study is required.

### **Prerequisites**

The ITIL Foundation Certificate in IT Service Management is a pre-requisite for the ITIL Masters course. In addition, it is a requirement that participants have demonstrable prior experience in IT Service Management.

## Course Content and Structure

This training program has been structured to meet the requirements of the Manager's Certificate in IT Service Management. The program comprises four modules that set ITIL in a true business context and provide an in-depth understanding of the 12 key ITIL Service Support and ITIL Service Delivery processes. For each process the following aspects are covered in-depth:

- Goals and objectives
- Input, output and activities as well as relationships with other ITIL processes
- Set up of performance indicators to measure and manage process effectiveness
- Roles and responsibilities of the people involved
- Guidelines for successful implementation
- Possible problems and key considerations when implementing ITIL

### Contents

#### Module 1: ITIL in Business (3 days)

Provides a thorough analysis of ITIL in a business context

- Assessing the maturity of processes
- Building a business case and a service improvement program
- Managing successful organisational change
- Integration of ITIL with the Balanced Score Card
- Planning to implement ITIL

#### Module 3: Service Delivery (4 days)

Provides an in depth understanding of the ITIL Service Delivery Processes:

- Service Level Management
- Financial Management
- Availability Management
- Capacity Management
- IT Service Continuity Management
- Security Management

#### Module 2: Service Support (3 days)

Provides an in depth understanding of the ITIL Service Support Processes:

- Service Desk (function)
- Incident Management
- Problem Management
- Change Management
- Release Management
- Configuration Management

#### Module 4: Review and Examination (2 days)

This final module provides a recap of all ITIL processes and preparation for the exam. There are two 3-hour exams on the last day leading to the Manager's Certificate in IT Service Management.

### ITIL Simulation

The course features extensive and innovative use of ITIL simulation to provide additional knowledge and experience in the running of an IT organisation and the implementation of ITIL. Course participants are placed in the shoes of an organisation doing its best to maximise revenue through day-to-day operations. There are several rounds of simulation interspersed between course modules. Participants work together in a variety of roles to improve ITIL processes so as to achieve business goals. Improvements are demonstrated through a balanced approach encompassing people, process and technology .

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

One-day course designed to provide a high level perspective on ITIL. Available on an in-house basis only, the course shows how a vision for IT Service Management can be developed and how ITIL can facilitate IT-Business alignment.

## 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.

## 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.

## 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.

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		ITIL MASTERS COURSE DETAILS	
1.	Register Online <b>www.alctraining.com.au</b>	<b>FEES:</b>	\$8250 plus GST
2.	Send your details by email <b>seminars@alctraining.com.au</b>		Fees include lunch, coffee breaks, all course materials (including the two officially-published ITIL Service Support and Service Delivery books) and two exams leading to the <i>Manager's Certificate in IT Service Management</i> .
3.	Fax the Enrolment Form below to: <b>Fax: (02) 9388 9100</b>	<b>DATES:</b>	Refer to Website Schedule for Current Dates
4.	Any queries please call Customer Service <b>Tel: 1300 767 592</b>		<b>VENUES AND TIMES:</b> Full details will be forwarded with your letter of confirmation.
5.	Post the completed Enrolment Form to: <b>ALC Training Pty Ltd</b> PO Box 2229, Bondi Junction NSW 1355		<b>TERMS:</b> Places at ITIL training courses are strictly limited. To guarantee your place, fees must be paid in advance. Cancellations in writing 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 Masters

ALC Training is an independent company dedicated to the provision of top quality training for business & government. ALC's only activity is training. It has no affiliations with any vendor of hardware or software and is therefore able to provide totally unbiased education.

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

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.: \_\_\_\_\_

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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