

Take your ITIL skills to the next level...

ITIL V3 Capability

1

Operational Support & Analysis

Sydney
12-16 March 2012

Melbourne
26-30 March 2012

Canberra
27 Feb-2 Mar 2012

2

Release, Control & Validation

Sydney
26-30 March 2012

Melbourne
19-23 March 2012

Canberra
4-8 June 2012

3

Planning, Protection & Optimisation

Sydney
5-9 March 2012

Canberra
26-30 March 2012

4

Service Offerings & Agreements

Sydney
28 May - 1 June 2012

Melbourne
5-9 March 2012

Canberra
30 April - 4 May 2012

ITIL Expert

Each Capability Certificate earns 4 points
towards the ITIL Expert Certification



ITIL V3 Capability

5 days

Operational Support & Analysis

This course focuses on the implementation and management of the processes and function involved in providing users support and increasing IT infrastructure stability. These include effective Event Management, Incident Management, Request Fulfilment, Problem Management, and Access Management Processes, complemented by effective Technical Management, IT Operations Management, Application Management and Service Desk Functions.

It is aimed at optimising the quality of service by responding to customer issues and requests in a controlled and time-effective manner, while also preventing reoccurrence of faults in the IT infrastructure.

1. Introduction to ITIL Operational Support and Analysis
2. Event Management and how it contributes to Service Operation and Analysis
3. Incident Management and how it contributes to Service Operation and Analysis
4. Request Fulfilment and how it contributes to Service Operation and Analysis
5. Problem Management and how it contributes to Service Operation and Analysis
6. Access Management and how it contributes to Service Operation and Analysis
7. Service Desk and how it contributes to Service Operation and Analysis
8. Service Operation Functions of Technical Management, IT Operations Management, and Applications Management
9. Technology and Implementation considerations and features that are related to Service Operation and Analysis practices
10. Operational Support and Analysis Simulation

ITIL V3 Expert Roadmap Confused by the new ITIL v3 and all the options? Want to become an ITIL Expert? Email now for our ITIL v3 Roadmap itil_roadmap@alctraining.com

ITIL V3 Capability

5 days

Release, Control & Validation

This course focuses on the implementation and management of the processes and functions involved in achieving control and stability within an IT infrastructure. These include effective Change Management, Service Release and Deployment Management, Service Validation and Testing, Service Asset and Configuration Management, Knowledge management, Request Fulfilment and Service Evaluation.

It is aimed at optimising the quality of service by responding to the need for changes in a controlled and time-effective manner, while also keeping information about the infrastructure up-to-date and relevant.

1. Introduction the importance of Service Capability Stream: Release, Control and Validation (RCV) in the context of the Service Lifecycle.
2. Change management process, its components and deliverables
3. Service Asset and Configuration Management (SACM) its components and deliverables
4. Service Validation and Testing (SVT) process, its components and deliverables
5. Release and Deployment Management (RDM) process, its components and deliverables
6. Request Fulfilment its components and deliverables
7. Service Evaluation process, its components and deliverables
8. Knowledge Management (KM) process, its components and deliverables
9. Service Release, Control and Validation Roles and Responsibilities the key roles / functions responsible for executing each process step
10. Technology and Implementation Considerations and what special technology functions and features are related to Release, Control and Validation practices
11. Release, Control and Validation Simulation

ITIL V3 Capability

Planning, Protection & Optimisation

5 days

This 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 the Capacity, Availability, IT Service Continuity, Information Security and Demand Management processes.

It is aimed at optimising the quality and availability of services provided by IT organisations by responding to current and future stated business needs in a cost justifiable manner.

1. Introduction to ITIL Planning, Protection and Optimisation (PPO) concepts and terminology of the Service Lifecycle and the role within the Lifecycle
2. Capacity Management process and how it contributes to Planning, protect and optimisation
3. Availability Management process and how it contributes to Planning, protect and optimisation
4. IT Service Continuity Management process and how it contributes to Planning, protect and optimisation
5. Information Security Management processes and how it contributes to Planning, protect and optimisation
6. Demand Management process and how it contributes to Planning, protect and optimisation
7. Challenges, Critical Success Factors and Risks and how it contributes to Planning, protect and optimisation
8. Planning, Protection and Optimisation Roles and Responsibilities how they contributes to Planning, protect and optimisation
9. Technology and Implementation Considerations and how it contributes to Planning, protect and optimisation
10. Planning, protection and optimisation Simulation

Prerequisite: Candidates must hold the ITIL V3 Foundation Certificate or the ITIL V2 Foundation Certificate plus a V2-V3 Foundation Bridging Certificate.

ITIL V3 Capability

Service Offerings & Agreements

5 days

This course focuses on the implementation and management of the processes and functions involved in Service Offerings and Agreements. This course particularly focuses on the Service Portfolio Management, Service Catalogue Management, Service Level Management, Demand Management, Supplier Management and Financial Management processes.

It is aimed at optimising the quality of services provided by IT organisations by responding to customer requirements in a cost justifiable manner, while also keeping information about the infrastructure up-to-date and relevant.

1. Introduction to the concepts and terminology of the Service Lifecycle and the role of SOA within the Lifecycle
2. Demand Management and how it contributes to Service Offerings and Agreements
3. Service Portfolio and its relationship with the Service Catalogue and Service Pipeline
4. Service Catalogue Management process and how it is integrated with the Service Portfolio
5. Service Level Management process and deliverables
6. Supplier Management process and the interfaces and dependencies of the process
7. Financial Management contribution to the Service Lifecycle and the basic principles of Service Economics
8. Business Relationship Manager
9. Service Offerings and Agreements Roles and Responsibilities
10. Technology and Implementation Considerations as part of implementing service management process capabilities, and what special technology functions and features are related to Service Offerings and Agreements practices.
11. Service Offerings and Agreements Simulation

The Complete ITIL Education Program

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

ITIL V3 Foundation

This 3-day 'flagship' course is the ideal starting point for anyone interested in ITIL. It provides a comprehensive insight into all ITIL processes and leads to the Foundation Certificate in IT Service Management.

ITIL V3 Foundation Bridging

One-day course provides a solid understanding of ITIL V3, where it differs from ITIL V2, and more importantly what ITIL V3 has to offer your organisation. The course prepares you for the Foundation Bridging Exam.

ITIL V3 Capability

The Capability certificate courses are the V3 counterpart to the previous Practitioner certificates and provide a powerful way for ITIL Professionals to advance their knowledge and take the next step. There are four certifications:

- Operational Support & Analysis,
- Service Offerings & Agreements,
- Release, Control & Validation
- Planning, Protection & Optimisation

ITIL V3 Lifecycle

The ITIL Service Lifecycle series replaces the previous Service Support and Service Delivery modules with 5 new modules, each building on the work of the other:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

ITIL V2 Service Manager

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 V3 Service Manager Bridging

Five-day course provides a solid understanding of ITIL V3 and where it differs from ITIL V2. The course prepares you for the Manager's Bridging Exam. Take this in conjunction with the V2 Service Manager and fastrack to ITIL Expert status.

For more information please contact ALC learn@alcgroup.com.au

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: +61 2 9299 5455
4.		Any queries please call Customer Service Tel: 1300 767 592 or +61 2 9299 5400
5.		Post the completed Enrolment Form to: ALC Education & Consulting Pty Ltd GPO Box 598, Sydney NSW 2001

COURSE DETAILS

FEES: (per delegate)	FEE	GST	TOTAL
ITIL V3 Capability + Exam	A\$ 3850	385	4235

Please contact us for special offers.

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 V3 Capability



ALC Education & Consulting 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.

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	Email	Mobile	<input type="checkbox"/> Course only	

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