ITIL – **World Best Practice for Managing IT Services**

NEW from ALC

IT Service Management Essentials

FOUNDATION LEVEL CERTIFICATE COURSE

SYDNEY
27-29 October, 1999
8-10 December, 1999

CANBERRA
3-5 November, 1999

MELBOURNE
24-25 November, 1999

- ITIL – the IT Infrastructure Library – is the de facto world standard for best practice in IT service management.

- Now available as a structured training program with full professional certification

- Provides comprehensive methodology to maximise effectiveness of IT service support and delivery while simultaneously reducing overall business costs.

- The *IT Service Management Essentials* course is the fundamental training course in the ITIL program. It provides a comprehensive introduction to ITIL concepts and to the 10 key IT Service Support and Delivery disciplines.

ALC TRAINING
"Keeping Pace With Technology"

For more information see ITIL on the Web – www.alctrain.com.au/itil

ITIL – Best Practice for Managing IT Services

THE ITIL CERTIFICATION PROGRAM

ITIL – the IT Infrastructure Library – is a methodology for best practice initially developed by CCTA, the UK Government's Central Computer and Telecommunications Agency. Now in use by thousands of organisations throughout the world, ITIL is accepted as the de facto world standard in IT service management.

The ITIL methodology is now available as a structured training program with fully accredited professional certification. The certification program is available at 3 levels: Foundation, Practitioner and Master Level. Examinations are set and marked by the ISEB / EXIN.

FOUNDATION LEVEL $2^1/_2$ Days	PRACTITIONER LEVEL 2 Days Each Course			MASTER LEVEL 13 Days
This certificate is a pre-requisite for both the Practitioner Level Certificate and the Master Level Certificate	Help Desk	Problem Management	Configuration Management	This is the premium qualification in the world today for IT Service Management
	Change Management	Service Management	Capacity Management	
	Availability Management	Cost Management	Software Distribution & Control	
		Contingency Planning		

Two examination organisations are accredited by the CCTA to offer formal qualifications in ITIL:
- **ISEB (Information Systems Examination Board)** operating in the UK, Ireland and Commonwealth countries.
- **EXIN (Examination Institute of the Netherlands)** providing examination elsewhere

Both organisations are non-proprietary and non-profit making, preparing and administering the examinations work closely together on the examinations with the objective of developing a single broad approach while at the same time taking account of differing local conditions.

WHAT ARE THE BENEFITS OF ITIL?

The ITIL methodology offers a systematic, professional approach to the management of IT service provision. It emphasises the importance of satisfying business needs in a cost-effective manner. Organisations can benefit from adopting an ITIL-based approach to IT Service Management in 4 ways:

- **Reduced Costs** to your organisation are achieved because an effective methodology leads to greater productivity and more efficient practices through best use of skills, experience and resources

- **A solid foundation for growth.** ITIL ensures that your organisation builds its IT services on a solid foundation of proven principles. This is a key factor in business success and has never been more important than in today's rapidly changing environment.

- **Improved user and customer satisfaction.** ITIL ensures your IT services are designed and developed in sympathy with customer/user needs and goals. This ensures better communication and information between IT staff and users/customers which in turn translates into better performance for your organisation

- **A quality approach to IT service provision** leads to more professional staff who are more effective in their work performance. This in turn leads to lower staff turnover and higher staff morale.

WHAT OTHERS SAY

"Great methodology and would like to continue on the certification path."
Steve Worth, Andersen Consulting

"Every company should adopt this plan".
Paul J. Richard, Canadian Depository for Securities

"A must, for any IT profession."
Erwin Chong, Consumers Gas

"I found this session to be very informative and a definite benefit to my new position in IT."
Howard Ziedenberg, Bell Sygma

"This is a great introduction to ITIL and a starting point to go further with the practitioner specialisations." **Elizabeth Lovat, Mackenzie Financial**

"Excellent course. I highly recommend this course to all levels."
Brian Bas, Siemens Electric Ltd

"I feel the ITIL processes will certainly help us get better organised. I am very impressed."
Steve Sullivan, Region 3 Hospital Corporation

THE ITIL INFORMATION KIT

If you want further information on ITIL we will be pleased to send you the **ITIL Information Kit.**

Just email   itil@alctrain.com.au or else phone

For more information see ITIL on the Web – www.alctrain.com.au/itil

IT Service Management Essentials
Leads to the ISEB/EXIN Foundation Certificate in IT Service Management

$2^{1}/_{2}$ DAYS

COURSE OBJECTIVES

The *IT Service Management Essentials* training course is the fundamental course in the ITIL program. It is designed to provide participants with a comprehensive introduction of the ITIL approach to IT Service Management and is intended for all personnel who want to become familiar with best practices in this area.

This course describes how ten key IT Service Support & Delivery disciplines relate to each other and to wider IT business issues. The focus is on taking an integrated approach to IT service management and linking key IT functions through implementation of effective communication channels and processes.

Participants will gain knowledge of proven techniques to improve the credibility and effectiveness of IT that in turn will reduce overall business costs and maximise the efficiency of the IT service support and delivery function.

COURSE CONTENTS

1. Introduction to Service Management
- IT as a Service Organisation
- Service Management Processes
- The need for a Service orientation

2. Configuration Management
- A discipline for controlling IT assets
- How CM is the foundation for IT Service Management

3. Help Desk
- The critical role in building good customer relations
- Central point of contact
- Incident control

4. Problem Management
- A disciplined approach to managing problems
- Incidents, problems & known errors
- Problem analysis leading to problem prevention

5. Change Management
- A systematic approach to change management
- Types of change and impact analysis
- Maintaining baselines and emergency changes

6. Software Control & Distribution
- Software changes into the live environment.
- Distributing software to remote locations.
- Version control and release strategy

7. Cost Management
- Understanding the costs of providing an IT service
- Costing and charging
- Estimating and monitoring cost

8. Capacity Management
- Capacity elements
- How to measure and report capacity usage
- Performance monitoring and tuning

9. Availability Management
- Building a cost effective, high-quality service that will meet SLA requirements.
- Availability elements and definitions
- Reliability and resilience
- Availability monitoring

10. Contingency Planning
- Risk Analysis & Assessment
- Risk Management
- The Contingency Plan and Disaster Recovery

11. Service Level Management
- What is a SLA and its purpose
- What should be in a SLA
- Managing and monitoring SLAs

12. Review & Examination
- 60 minutes duration; 40 multiple choice questions

Vers 9.5

Course Faculty

The quality of any training program is very dependent on the calibre of the instructor. The **IT Service Management Essentials** course available through ALC Training will be presented by an instructor of the highest calibre. Our instructors are distinguished by the fact that they all hold the ITIL Master Level Certificate, have many years practical experience in IT service management, and have achieved international status and recognition for both training and implementation.

Benefits of ITIL

The ITIL methodology offers a systematic, professional approach to the management of IT service provision. It emphasises the importance of satisfying business needs in a cost-effective manner. Organisations can benefit from adopting an ITIL-based approach to IT Service Management in 4 ways: reduced costs; a solid foundation for growth; improved user and customer satisfaction; a quality approach to IT service provision.

HOW TO REGISTER

1. Complete the Enrolment Form below and fax to ALC. A confirmation letter and invoice will be sent to you. To help us ensure accuracy please type or print clearly with a black pen.

FAX: (02) 9211 0705

2. Register by **email** - Send your details to
itil@alctrain.com.au
Please send COMPLETE details as per the enrolment form below

3. Register **online** - Visit our Web Site at
www.alctrain.com.au/itil

4. If you have any queries please call ALC on:
TEL: (02) 9211 0600

5. Please send all mail to:
ALC Training Pty Ltd
Suite 101, 3 Smail Street
Broadway NSW 2007

Customer Service: (02) 9211 0600

COURSE DETAILS

FEES: (per delegate)	**1 to 2 Delegates** $	**3rd Delegate** $
Essentials Course	1375	1235
Examination	295	295
Course + Exam	1670	1530

TERMS: Fees are payable in advance and include the cost of lunch, morning and afternoon tea and all seminar materials. Cheques should be made payable to **ALC Training Pty Ltd.**

DATES:
	Sydney	27-29 October, 1999
		8-10 December, 1999
	Canberra	3-5 November, 1999
	Melbourne	24-26 November, 1999

VENUE: The seminar will be held at a high quality centrally-located hotel. Full details will be on your enrolment confirmation letter.

CANCELLATION: There can be no refund for cancellations made within 5 working days of the seminar. Substitutions however, can be made at any time.

TIMES: The seminar will be held from 9.00 a.m. to 5.00 p.m. each day. Registration is from 8.30 a.m. on the first day.

Web Site – www.alctrain.com.au/itil

ENROLMENT FORM — IT Service Management Essentials
Complete now to reserve your place(s)

TRACK CODE: A B C D E F G P R

	FIRST NAME	SURNAME	POSITION	Tick City ✔
1	Mr/Mrs/Miss/Ms			☐ Sydney 27-29 October 8-10 December
2	Mr/Mrs/Miss/Ms			
3	Mr/Mrs/Miss/Ms			☐ Canberra 3-5 November
4	Mr/Mrs/Miss/Ms			☐ Melbourne 24-26 November

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I wish to pay by ☐ cheque. Fee enclosed $_____ Please charge my: ☐ Amex ☐ MasterCard ☐ Visa

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Training Contact:	Mr/Mrs/Miss/Ms	Position	**Accounts Contact:**	Mr/Mrs/Miss/Ms	Position
	Email	Phone		Email	Phone

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