

Take your ITIL skills
to the next level

ITIL Capability

ITIL Expert:
Each Capability Certificate earns 4 points
towards the ITIL Expert Certification

- ▶ Advance your career
- ▶ Add value to your organisation
- ▶ Gain credits towards ITIL Expert

Part of the complete ITIL Education Program

**Operational
Support &
Analysis**

Please refer to
our web site for
latest dates

**Release,
Control &
Validation**

Please refer to
our web site for
latest dates

**Planning,
Protection &
Optimisation**

Please refer to
our web site for
latest dates

**Service
Offerings &
Agreements**

Please refer to
our web site for
latest dates



www.alc-group.com.au

Operational Support & Analysis

This course is designed for Service Desk Managers and Staff, Incident Managers or those staff working in an Incident management team, Problem managers or staff working in a problem management team, Staff who monitor the infrastructure and anyone who does or reports on an organisational operations, anyone who is continually improving these processes. Or anyone from Operations who would like to understand not only how operational process work together but also what should have been done before the support started.

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 Fulfillment 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 Expert Roadmap

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

Release, Control & Validation

This course is designed for those Change Managers or those working in a Change Management team, those who Manage Build teams or work in them, Test teams or staff who are testers, Configuration Managers or staff working in Configuration Management, Asset Managers and/or staff working in Asset Management, anyone who is continually improving these processes. Or anyone from this transition group who would like to understand not only how Transition processes work together but also what should have been done before the build and what needs to be done before support starts.

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 Fulfillment 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

Planning, Protection & Optimisation

This course is designed for Availability managers or those working in a team that monitors and measures the availability of services. IT & Business Capacity Managers or those working in a Capacity team, IT & Business Continuity Managers or staff working in IT and /or Business Continuity, Security Managers or staff working in a security team, anyone who is continually improving these processes. Or anyone from a design group/team who would like to understand not only how the design processes work together but also what should have been done before the design started and what needs to be completed before the build is commenced.

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 Foundation Certificate V3 or later.

Service Offerings & Agreements

This course is designed for IT Strategy, IT Architects, Business Relationship Managers, Business Analysts, Contract Managers or staff in a contract team, Service Catalogue Managers or staff involved in the creation/maintenance /update of a Service Catalogue, Service Level Managers or staff working in a Service Level Management team, Financial managers or staff involved in Financial Management over IT and anyone who is continually improving these processes. Or Anyone from a Strategy group who would like to understand how to effectively set the foundations for effective IT Service management with an understanding of how not only how these IT Strategic processes work together but also what should have been done before the design (the spending any money) and what customers should expect from operational teams/groups.

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 Expert. Our courses are taught by leading practitioners with extensive “real world” experience. **You don't get just the theory.**

ITIL 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 Capability

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

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

ITIL 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

Managing Across the Lifecycle

The ITIL Intermediate Qualification: Managing Across the Lifecycle Certificate is a free-standing qualification, but is also the final and mandatory module of the Service Capability and/or Service Lifecycle modules leading to the ITIL Expert in IT Service Management. The course focuses on the ancillary knowledge required to implement and manage the necessary skills in IT Service Management.

For more information on the Complete ITIL Education Program 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: 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 Capability + Exam	A\$ 2850	285	3135

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 and registration is from 8.30am. Fees include lunch, refreshments and all course materials.

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 Capability



ALC Education & Consulting 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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