

IT Service Management Course Calendar 2005



Enabling Business
Objectives Through
Information Technology

February	17-18 23-25	Service Desk, Incident & Problem Mgt (2 days) Service Management Foundations (3 days)
March	2 3 15-17	ITIL Introduction (1 Day) Service Level Management (1 day) ITIL Masters Service Support – MM1 (3 days)
April	4-8 5-7 13-14 27-29	PRINCE2 Foundation & Practitioner (5 days) ITIL Masters Service Delivery – MM2 (3 days) Change, Release & Configuration Mgt (2 days) Service Management Foundations (3 days)
May	3-6 12 18-19 24-25	ITIL Masters Service Managers Workshop – MM3 (4 days) ITIL Introduction (1 Day) ITIL Masters Exam Training – MM4 (2 days) Service Desk, Incident & Problem Mgt (2 days)
June	1 9 16 21-23 27-1	Service Level Management (1 day) Masters Exam 1 Masters Exam 2 Service Management Foundations (3 days) PRINCE2 Foundation & Practitioner (5 days)
July	20 27-28	ITIL Introduction (1 day) Change Release & Configuration Mgt (2 days)
August	3-5 10-12 18-19 31-2	Service Management Foundations (3 days) ITIL Masters Service Support – MM1 (3 days) Service Desk, Incident & Problem Mgt (2 days) ITIL Masters Service Delivery – MM2 (3 days)
September	7 12-16 15 20-23	Service Level Management (1 day) PRINCE2 Foundation & Practitioner (5 days) ITIL Introduction (1 Day) ITIL Masters Service Managers Workshop – MM3 (4 days)
October	10-11 12-13 18-20	Change, Release & Configuration Mgt (2 days) ITIL Masters Exam Training – MM4 (2 days) Service Management Foundations (3 days)
November	2 3 10-11 10 21-25	ITIL Introduction (1 Day) Masters Exam 1 Service Desk, Incident & Problem Mgt (2 days) Masters Exam 2 PRINCE2 Foundation & Practitioner (5 days)

Conan Group Pty Ltd

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CONAN GROUP
Translating Business Strategy into Action

December	1-2	Change, Release & Configuration Mgt (2 days)
	5-7	Service Management Foundations (3 days)

Course Accreditation

The IT Service Management Foundations and the Masters Course in IT Service Management are both internationally recognised courses by the Examinations Board of the Netherlands (EXIN) and the Information Systems Examination Board (ISEB) in the UK. For all other ITIL courses, participants must pass the end of course exam to receive a Conan Group Certified Course Certificate.

Both PRINCE2 Foundations and Practitioner courses are internationally recognised by two examinations bodies: the Office of Government Commerce and the Association for Project Management. A Certificate of Attendance from University of Technology, Sydney will be sent to each PRINCE2 course participant.

Course Costs (GST inclusive)

			Early Bird
1 Day Courses	ITIL Introduction (9am – 3pm)	<input type="checkbox"/> \$550.00	<input type="checkbox"/> \$440.00
	Service Level Management	<input type="checkbox"/> \$660.00	<input type="checkbox"/> \$550.00
2 Day Courses	Service Desk, Incident & Problem Management	<input type="checkbox"/> \$1100.00	<input type="checkbox"/> \$990.00
	Change, Release & Configuration Management	<input type="checkbox"/> \$1100.00	<input type="checkbox"/> \$990.00
3 Day Courses	Service Management Foundations	<input type="checkbox"/> \$1950.00	<input type="checkbox"/> \$1850.00
5 Day Course	PRINCE2 Foundation & Practitioner	<input type="checkbox"/> \$2420.00	<input type="checkbox"/> \$2210.00
12 Day Courses	ITIL Service Manager's Masters Course	<input type="checkbox"/> \$9900.00	<input type="checkbox"/> \$8800.00

* All course fees have been quoted as GST inclusive.

** Conan Group reserves the right to increase course fees without notice.

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Registration Form

Please complete the form below and select one of the following registrations options:

1. **Fax your registration to:** (08) 9221 7222
2. **Register by email** - send details to: training@conangroup.net
3. **Complete the form below and post to:** PO Box 3021, East St Georges Terrace WA 6832

Course Date: _____ **Course Cost:** _____

Name: _____ **Position:** _____

Organisation: _____

Postal address: _____

Telephone: _____ **Fax:** _____

Email address: _____

Total payment submitted \$ _____

Course Sponsor (e.g. your manager) _____

Payment Method *Please note that credit card payments attract a 4% administration fee

PO Number _____ Cheque Bankcard MasterCard Visa American Express

Name as it appears on card: _____

Card number: _____

Card Expiry date: _____ **Signature:** _____

- Terms:
- Full payment, or payment details, are required with your course registration.
 - Cancellations received less than two weeks prior to the event will attract no refund – however, substitute candidates are accepted.
 - Invoices must be paid in full within 14 days from date of invoice.
 - Payment must be received prior to the commencement of the course.

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