

# IT Service Management

## IT Service Continuity Management



CONAN GROUP  
Translating Business Strategy into Action

Enabling Business  
Objectives Through  
Information Technology

### 2004 Course Dates

5<sup>th</sup> August 04

### Our price guarantee!

So that you can focus on the many benefits that Conan Group can deliver as your local ITSM training and consultancy provider, our pricing policy allows us to respond to genuine offers of price reduction by our competitors. That way you can be assured that we will ALWAYS deliver you the best value for money proposition.

- How do you ensure business survival should a disaster occur?
- Why is it important to have a repeatable and documented IT Service Continuity strategy not just "one-off" risk assessments?
- What is the Business Continuity Lifecycle?

LEARN THE ANSWER TO THESE QUESTIONS AND MORE!

### Course Overview

In two days you will learn how organisations worldwide use the best practice ITIL IT Service Continuity Management process to ensure business survival in times of disaster.

### So, what is IT Service Continuity Management (ITSCM)?

IT Service Continuity Management is an integral part of the overall business process especially when a business is highly IT dependent.

Following an unplanned interruption to IT services, IT Service Continuity Management manages an organisation's ability to continue providing pre-determined and agreed levels of IT services to support the minimum business requirements.

### Learn the 7 secrets to ensuring business continuity:

1. How to produce IT Recovery Plans that are integrated with and fully support the organisation's overall Business Continuity Plan.
2. How to reduce the impact of a disaster or major failure to an organisation through a Business Continuity Lifecycle approach.
3. How to conduct a requirements analysis and define an appropriate strategy - Business Impact Analysis, Risk Assessment and a Business Continuity Strategy.
4. How to use the different risk assessment models for developing a risk profile for your organisation.
5. How to implement Stand-By Arrangements; develop Recovery Plans and Implement Risk Reduction Measures.
6. How to implement a repeatable IT Service Continuity Management process in your organisation.
7. The important of continuous improvement: supporting processes, testing and review.

### Course Content

1. IT Service Continuity Management goals and objectives.
2. Assessing the risk to your organisation:
  - Business Impact Analysis
  - IT Risk Analysis
  - Determining your Risk ProfileMitigating the Risk:
  - Counter Measures
  - Recovery Plans
3. IT Service Continuity Management as a process:
  - Implementation Process Flow
  - Requirements & Strategy
  - Implementation & Operational Management
  - Testing, Updates and Reviews
  - Invocation of plans
4. The Challenges, Costs & Benefits to IT Service Continuity Management
5. How to gain maximum leverage. The overall approach to IT Service Management.
  - Introducing a Process Organisation
  - Defining and supporting IT Services
  - Costs of implementing IT Service Management
  - The IT Infrastructure Library (ITIL) framework
6. Course review and assessment.

### Course Format

Based on action learning, this course is interactive to encourage participants to practise learnt concepts in a controlled environment with opportunities for feedback and improvement.

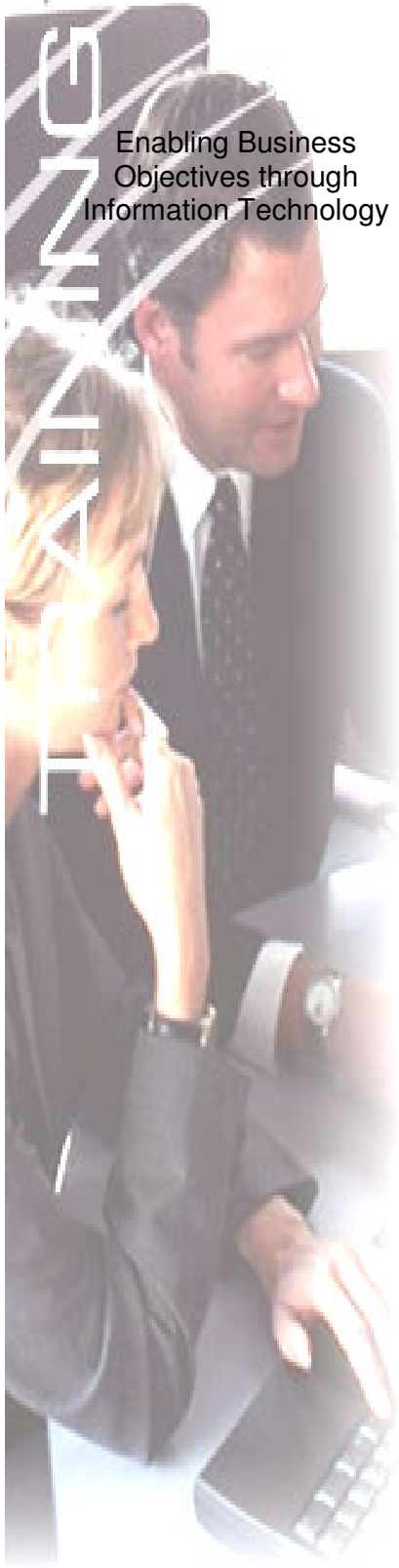
Participants will learn how to implement IT Service Continuity Management processes in their own organisation while avoiding the common pitfalls, resulting in added value of IT service delivery to the business.

Conan Group Pty Ltd

Telephone: (08) 9221 5222 • Fax: (08) 9221 7222

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### Your trainer has the experience that counts!

Conan Group consultants have advised many Australian and multinational organisations on the best ways to improve the quality of their IT service delivery through the use of IT Service Management and ITIL.

As a course participant, you will benefit from the practical knowledge and experience of our tutors who hold the highest level of ITSM accreditation worldwide, the Managers Certificate in IT Service Management.

### IT Service Management – A Services Focus

All of our courses have a strong IT Service Management focus. This is because ITSM provides a roadmap for achieving organisational and process transformation in pursuit of excellence in IT Services.

Working with the IT Service Management framework enables your IT Organisation to operate on commercial principles – and focus on delivering IT services aligned to the business requirements.

#### \*EARLY BIRD SPECIAL\*

Call **Kieran Brown** before **5<sup>th</sup> July 2004** now on **(08) 9221 5222** to find out about our Early Bird Special

### Using Best Practice: The IT Infrastructure Library (ITIL)

ITIL is recognised worldwide as best practice for IT service delivery and infrastructure management. It contains a comprehensive description of the processes involved in managing IT infrastructures.

With a combined focus on customer value and integrated communications programs, ITIL sets the stage for consistency in IT strategy, design, development, and delivery.

ITIL defined processes allow you to:

- Measure and benchmark system performance
- Identify improvement opportunities in both cost and quality
- Provide your internal customers with objective information based on practical experience, not vague or theoretical ideas

### Course Fee \$660.00 (GST Incl.)

Our course fee includes meals, beverages, syllabus and workbook. Participants also receive a Certificate of Attendance.

### Closing Date for Registrations

Registrations **must be received 14 days prior to course** commencement.

## REGISTRATION FORM IT Service Continuity Management

**Cost:** \$660.00 (GST inclusive)

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 Perth WA 6832

**Course Date:** \_\_\_\_\_

Name: \_\_\_\_\_ Position: \_\_\_\_\_

Organisation: \_\_\_\_\_

Postal address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email address: \_\_\_\_\_

Total payment submitted \$ \_\_\_\_\_

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

Cheque  Bankcard  MasterCard  Visa  American Express  PO Number \_\_\_\_\_

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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