

CONAN GROUP PRESENTS ITIL SERVICE MANAGERS Course

Management Certificate in IT Service Management (ITIL)

- Gain the highest level of IT Service Management accreditation worldwide.
- Learn industry best practices in managing IT services.
- Transform your existing IT organisation to align IT services to business requirements.
- Ideal for Managers, Team Leaders or Consultants involved in IT Service Management, particularly those responsible for improving IT service provision.



COURSE DETAILS

Our interactive course environment delivers the perfect opportunity for you to practice applying the theoretical aspects of IT Service Management into “real life” scenarios. This is further enhanced in our IT Service Managers Workshop (Module 3). Unique to Conan Group, this module incorporates The Game Factory™ leadership program to develop awareness of the cultural changes required for an ITIL implementation.

The course modules are structured with flexibility in mind so that you can complete individual components or the full certification. We can also offer the unique opportunity to attend a series of customised tutorial sessions to ensure that you are fully prepared to sit your examinations.

Conan Group's course facilitators have advised many Australian and multinational organisations on the best ways to improve the quality on their IT service delivery through the use of IT Service Management and ITIL. You will benefit from the practical knowledge and experience of course facilitators who are the longest serving IT Service Management Consultants and Trainers in Perth.

COURSE PREREQUISITES

To ensure that attendees have the experience required to undertake this course, your registration will be subject to an intake interview. It is expected that you have at least two years of experience as a manager in the field of IT Service Management and hold a Foundations Certificate in IT Service Management.

COURSE DATES 2009

MODULE 1

Service Support
(3 days) - 15, 16, 17 September

MODULE 2

Service Delivery
(3 days) - 23, 24, 25 September

MODULE 3

Service Managers Workshop &
In Course Assessment
(4 days) - 13, 14, 15, 16 October

MODULE 4

Revision & Exam Training
(2 days) - 28, 29 October

Examination Dates

(TBC during course)

Service Support exam -
12 November

Service Delivery exam -
19 November



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ITIL SERVICE MANAGERS COURSE

COURSE OVERVIEW

The ITIL Service Managers Course consists of four modules. Utilising a series of case studies, each module tests the practical application of concepts learnt to determine the knowledge level of participants.

1. SERVICE SUPPORT (3 DAYS)

Configuration Management, Service Desk, Incident Management, Problem Management and Release Management.

2. SERVICE DELIVERY (3 DAYS)

Service Level Management, Financial Management, Capacity Management, Availability Management, IT Service Continuity Management and Security Management.

3. SERVICE MANAGERS WORKSHOP (4 DAYS)

- Leadership & team development.
- IT Service Management Case Studies.
- In course assessment.

4. REVISION & EXAM TRAINING (2 DAYS)

Course revision and exam training to ensure that you are fully prepared to sit your examinations.

COURSE KEY OUTCOMES

On completion of this course, you will have the necessary skills to:

- Apply the principles of ITIL into your own organisation.
- Assess your organisation to determine the level of compliance with the ITIL framework.
- Prepare recommendations for a Service Improvement Program (SIP) with a supporting business case.
- Implement ITIL processes in the order that delivers the best “bang for your buck” aligned with business objectives.
- Prepare project initiation and planning documents.
- Manage the ITIL process implementation into your organisation.
- Manage the ongoing operational management of the ITIL processes including the Service Improvement Program.

CERTIFICATION PROCESS

Once you have completed all four modules and passed your in-course assessment, you will also need to achieve a 50% pass in each of the two 3-hour exams (Service Support and Service Delivery) to gain full certification as an ITIL Service Manager.

REGISTRATION FORM - ITIL MANAGERS CERTIFICATE IN IT SERVICE MANAGEMENT

EARLY BIRD SPECIAL: Book before Friday 4th September

\$7,200 + GST*

Please complete the form below and return it via fax

COURSE FEE: Applies after 5th September 2009

\$7,800 + GST*

(1300 864 770) or email (tabitha.wellman@conangroup.com.au)

Name: _____

Position: _____

Organisation: _____

Email: _____

Postal Address: _____

Suburb: _____ Postcode: _____

Phone: _____

Fax: _____

Payment Method (*please circle*): Invoice Cheque Enclosed

EFT Visa[#] Bankcard[#] Mastercard[#]

Name as it appears on card: _____

Card number: _____

Card Expiry Date: _____

CSV number (on rear of card): _____

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, though 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. Registrations are subject to an intake interview. # Credit card payments attract a 2% administration processing fee. * Pricing includes Exam Fees; ITIL Service Delivery, ITIL Service Support & Security Management books; tea breaks and light lunch.