

# Creating a World Class Service Desk for your organisation:

ITIL Service Desk, Incident & Problem Management



CONAN GROUP  
Translating Business Strategy into Action

**Here's how you can save up to 48% on your Service Desk costs!\***

## 2005 Course Dates

17-18<sup>th</sup> February  
24-25<sup>th</sup> May  
18-19<sup>th</sup> August  
10-11<sup>th</sup> November

## 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.

\*as quoted by Gartner

Providing a Service Desk will greatly benefit any size of organization, whether the support staff number two or fifty, and are supporting 10 or 10,000 users.

The Service Desk, Incident & Problem Management course is a two-day course where you will learn what organisations worldwide are doing to leverage their Help Desks and Call Centres and transform themselves into a proactive enterprise-wide Service Desk.

With the underlying service support processes and tools in place, your staff will be provided with the best practice framework to leverage productivity and cut costs.

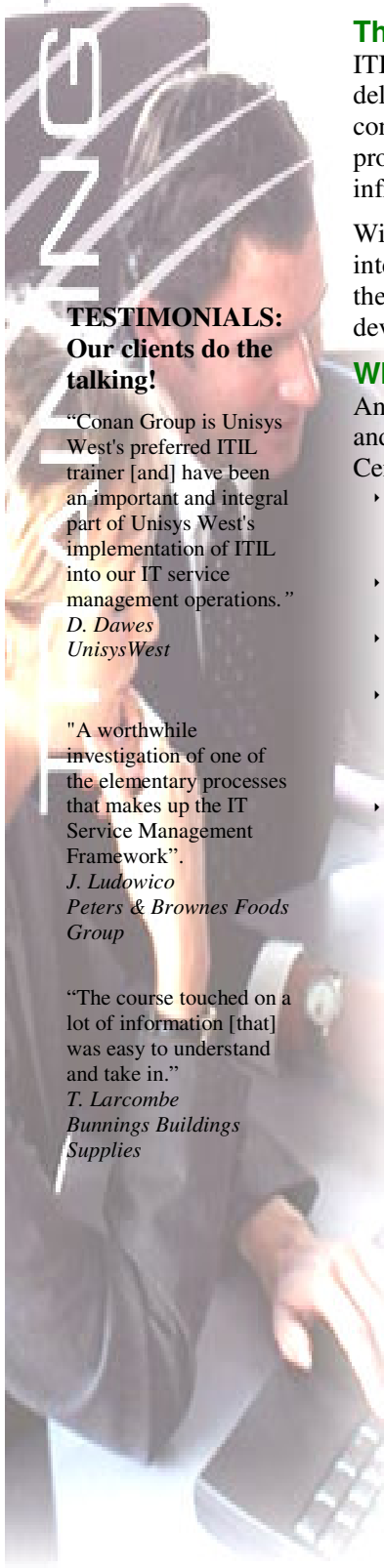
### Learn 7 secrets to immediately improve your Service Desk:

- 1 How to **increase user perception and satisfaction** by improving the quality of end-to-end service to customers.
- 2 The benefits of an **enterprise-wide consolidated "Service Desk"**.
- 3 How to **increase accessibility** of your Service Desk through a single point of contact and provide **better quality and speedier turnaround** of user requests.
- 4 How to **improve teamwork and communication** in your Service Desk.
- 5 How to provide a **better-managed infrastructure and controls** over the environment.
- 6 How to **improve usage of IT support resources and increase productivity** of business personnel.
- 7 How management information provided by the Service Desk can **facilitate effective decision-making**.

## Course Program

- **Introduction to IT Service Management**
- **Overview of ITIL Service Support Processes**
- **Service Desk**
  - Service Desk Overview
  - Implementing a Service Desk
  - Service Desk Technologies
  - Service Desk Responsibilities, functions and staffing
  - Setting up a Service Desk environment
  - Education and training
  - Service Desk Processes and Procedures
  - Incident Reporting and Review
- **Incident Management**
  - Incident Management Overview
  - Incident Management Benefits
  - Incident Planning & Implementation
  - Incident Management Activities
  - Incident Investment & Diagnosis
  - Major Incidents
- **Problem Management**
  - Problem Management Overview
  - Benefits of Problem Management
  - Problem Management Planning & Implementation
  - Problem Management Activities
  - Error Control
  - Proactive Problem Management
  - Problem Metrics
- **IT Service Management summary**
  - Process Improvement Model
  - Implementation Methodology

All Conan Group courses are based on service management principles, utilising the IT Infrastructure Library (ITIL) as an underlying framework.



**TESTIMONIALS:  
Our clients do the talking!**

“Conan Group is Unisys West’s preferred ITIL trainer [and] have been an important and integral part of Unisys West’s implementation of ITIL into our IT service management operations.”  
*D. Dawes  
UnisysWest*

“A worthwhile investigation of one of the elementary processes that makes up the IT Service Management Framework”.  
*J. Ludowico  
Peters & Brownes Foods Group*

“The course touched on a lot of information [that] was easy to understand and take in.”  
*T. Larcombe  
Bunnings Buildings Supplies*

**The IT Infrastructure Library (ITIL)**

ITIL is defined best practice for IT services 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.

**Who should attend this course?**

Anyone looking to improve the effectiveness and efficiency of their Help Desk or Call Centre! Past participants have included:

- ▶ IT Managers, IT Operations Managers, Data Centre Managers, Helpdesk Managers, Call Centre Managers and staff.
- ▶ Process Managers, Problem Managers, IT Service Managers.
- ▶ Service Providers in Infrastructure and Operations Management.
- ▶ Employees responsible for: Help Desk, Problem Management, Change Management, Configuration/Asset Management and Release Management.
- ▶ First, second & third tier support staff.

**Experience Counts!**

You will benefit from the practical knowledge and experience of our tutors who not only hold the highest level of ITSM accreditation worldwide (the Managers Certificate in IT Service Management), but have also implemented ITSM and ITIL disciplines in various organisations.

Our consultants have advised many Australian and overseas multinational organisations on the best ways to improve the quality of their IT service delivery through the use of ITSM & ITIL.

**Closing Date for Registrations**

Registrations need to be received **10 days prior** to course commencement.

**Course Fee** \$1100.00 (GST Incl.)

Your course fee is inclusive of all meals, beverages, Workbook and Syllabus. You will also receive a Certificate of Attendance.

**\* EARLY BIRD SPECIAL \$990 per person \***

**SAVE \$110 OFF YOUR REGISTRATION!**

Register up to **21 days before course commencement to save \$110!**

Call 9221 5222 NOW to secure your booking

**Registration Form**  
**Service Desk, Incident & Problem Management**

**Course Fee:**  \$1100 (GST incl.)      **Early Bird Special:**  \$990 (GST Incl)  
**Group Price (5 for 4):**  \$4950 (GST incl.)

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 Tce, Perth 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.