

# conan group presents ITSM & ITIL Introduction

## AN INTRODUCTION IN IT SERVICE MANAGEMENT

- Internationally recognised best practises to manage an IT department.
- Learn how ITIL best practices can help you to reduce costs in your IT department.
- Learn how to transform IT into a commercially viable internal services organisation.
- Ideal for IT departments wanting to improve their IT operations and service delivery.
- In-house course tailored to meet your specific organisation requirements.

TO BOOK CONTACT TABITHA WELLMAN | 0411 303 039 | [tabitha.wellman@conangroup.net](mailto:tabitha.wellman@conangroup.net)

Cutting through the hype, this course will show you how to transform your IT department into an internal services organisation using IT Service Management and to deliver IT services to meet business expectations.

With a strong focus on IT Governance, this course is designed to provide IT and business executives with an introduction to IT Service Management using the global best practice framework, ITIL.

### LEARN WHY IT SERVICE MANAGEMENT AND ITIL ARE AN IMPORTANT FOCUS FOR AUSTRALIAN ORGANISATIONS

- Why IT Governance plays such an important role to your IT department becoming a commercially viable entity.
- How does ITSM support business objectives and shift the focus in IT away from technology to an IT services based solution?
- How is ITIL used as a way of managing external service providers?
- What are the ITIL processes and how do they interrelate to one another?
- The relationship between ITIL, ITSM, IT Governance, Quality Management and Project Management.
- Why do IT departments who run on commercial principles use Service Management and ITIL to manage the delivery of IT services?
- How do organisations implement Service Improvement Programs using ITIL best practice and what are the traps to avoid in implementation?

### USING BEST PRACTICE TO MANAGE YOUR IT OPERATIONS

The IT Infrastructure Library (ITIL) is one of the most widely accepted best practice frameworks used to facilitate the implementation of IT Service Management into an organisation. ITIL provides a comprehensive and consistent set of best practices and processes to promote a quality approach to achieving business effectiveness and efficiency through the use of information systems.

### Customised In-House Courses

1 day program  
available

### Who Should Attend This Course:

Past participants have  
included:

- ⇒ Executive Managers, Senior Business Managers, IT Executives.
- ⇒ Chief Information Officers, IT Directors.
- ⇒ IT Managers, IT Team Leaders.
- ⇒ IT Operations Managers.
- ⇒ Internal Relationship Managers or Business Account Managers.
- ⇒ Infrastructure Managers, Operations Managers, Service Delivery Managers.
- ⇒ Help Desk Managers, Process Managers.
- ⇒ Quality Managers, QA Auditors.
- ⇒ IT Service Support or Service Delivery Staff.

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## COURSE PROGRAM

Providing an overview of ITIL best practice concepts, this course focuses on the following key areas:

- Understanding current and future business environments and expectations.
- Supporting business objectives: How IT can become a business enabler.
- The process based IT organisation.
- Defining IT Service Management: An Overview
- Defining and supporting IT Services
- ITSM, ITIL and Project Management.
- How ITIL supports Quality Management systems.
- Understanding the IT Infrastructure Library (ITIL): An Overview
  - ➔ Service Support, Service Delivery & IT Security Management processes
  - ➔ Goals/Objectives and benefits for each process
  - ➔ Maximising benefits: The Interrelationships between processes
- IT Governance: how to enable best practice
- Implementing IT Service Management
- The Final Word: Ensuring IT Service Management Pays off

## COURSE FORMAT

Designed to be interactive, a series of lectures and group discussions are incorporated into an engaging course format.

These exercises are designed to provide you and your team the opportunity to learn the ITIL theory whilst learning how to apply learnt concepts into your organisation.

## 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 ITSM operations."

D. Dawes, UnisysWest

"An excellent overview of the component processes of ITSM and their inter-relationships, with emphasis on business and IT alignment."

Michael Bailey, Senior Manager IT: Police and Nurses Credit Society

## COURSE FACILITATOR

Conan Group is a specialist ITIL service provider who brought ITIL to prominence in WA in 2000.

Our trainers have the practical knowledge and experience of ITSM and ITIL as the result of many years of business and IT Service Management experience. All Conan Group trainers have worked in business & IT management and consulted in Europe and Australia specialising in aligning IT services to meet business requirements.



## EXPRESSION OF INTEREST

Yes, we are interested in receiving a quote for the provision of in-house training for  
ITSM & ITIL INTRODUCTION COURSE

Please complete the form below and return it via fax (1300 864 770) or email ([tabitha.wellman@conangroup.net](mailto:tabitha.wellman@conangroup.net)).

Name:

Position:

Organisation:

Email:

On receipt of your Expression of Interest, you will be contacted by our in-house ITIL Program Director to customise an inhouse program that meets your requirements.