

conan group presents ITIL Foundations Course

FOUNDATIONS CERTIFICATE IN IT SERVICE MANAGEMENT

- Internationally accredited and recognised qualification.
- Learn how ITIL best practices can help you to reduce costs in your IT department.
- Learn world-wide best practices in delivering IT services.
- 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

Learn what organisations worldwide are doing to leverage their IT departments to become more aligned with business outcomes - and your team will gain an internationally recognised qualification while doing so.

IT SERVICE MANAGEMENT FOUNDATIONS: A SERVICES FOCUS

This course looks at how IT service management builds on fundamental processes to enable IT organisations to deliver 'end-to-end' services in a best practice manner. By looking at the underlying processes in your IT department, you will be able to identify opportunities for improvement in your service delivery.

COURSE PROGRAM

The ITIL Service Management Foundations Course provides a comprehensive overview of ITIL best practice concepts, focusing on the following key areas:

1. Positioning IT Service Management
2. IT Services Culture & Introducing a Customer Focus
3. ITIL and Quality Management
4. ITIL Service Support Processes
 - Service Desk
 - Configuration Management
 - Incident Management
 - Problem Management
 - Release Management
5. ITIL Service Delivery Processes
 - Service Level Management
 - Financial Management
 - Capacity Management
 - Availability Management
 - IT Service Continuity Management
 - Security Management
6. Mock Examination and Review

*V3 available on request

COURSE ACCREDITATION

On successfully achieving a pass rate from the one-hour examination, you will be awarded a Foundations Certificate in IT Service Management. This certificate is internationally recognised by two independent examination bodies: EXIN and ISEB.

Customised In-House Courses

2 & 3 day programs
available.

Who Should Attend This Course:

Past participants have
included:

- ⇒ IT Directors, IT Managers, IT Operations Managers, Data Centre Managers.
- ⇒ Network Support Managers, Network Managers, Applications Development Managers, Systems Managers, Helpdesk & Servicedesk Managers.
- ⇒ Process Managers, IT Project Managers, Program Managers.
- ⇒ Team members from IT Infrastructure, Operations, desktop, Systems, Applications.



TO BOOK CONTACT TABITHA WELLMAN | 0411 303 039 | tabitha.wellman@conangroup.net

CONAN GROUP)
ABN 13 091 769 238

tabitha.wellman@conangroup.net
www.conangroup.net

ph 0411 303 039
fax 1300 864 770

ITIL FOUNDATIONS COURSE

TO BOOK CONTACT TABITHA WELLMAN | 0411 303 039 | tabitha.wellman@conangroup.net

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.

LEARN THE SECRETS TO DELIVERING FIRST-CLASS IT SERVICES

The ITIL Service Management Foundations course will provide the following insights ...

- 📖 How to achieve cost justifiable service quality.
- 📖 How to measure and improve the quality of IT service provision.
- 📖 How to obtain an accurate view on IT capability and identify where IT process changes would bring the best business benefits.
- 📖 How to offer IT services that meet the business, customer and user needs - and create demonstrable performance indicators for services.
- 📖 How to ensure that your business continuity procedures are adequate and have confidence in the ability to enact them when required.
- 📖 How to substantiate IT service delivery in terms of business requirements - and improve customer satisfaction.
- 📖 How to gain additional benefits such as security, accuracy, speed and availability - to meet service levels.

COURSE ACCREDITATION

On successfully achieving a pass rate from the one-hour multiple-choice examination, you will be awarded a Foundations Certificate in IT Service Management. This certificate is internationally recognised by EXIN and ISEB.

COURSE FORMAT

Designed to be interactive, a series of lectures, group discussions, participant presentations and role-plays are incorporated into the course.

These exercises are designed to provide you and your team the opportunity to learn essential management skills whilst learning how to implement ITIL processes into your organisation.

COURSE FACILITATOR

Conan Group is a specialist ITIL service provider who brought ITIL to prominence in WA in 2000. This provides you with the peace-of-mind in having a trainer with the practical knowledge and experience of ITSM and ITIL.

Conan Group trainers are the longest serving ITIL consultants in Perth and have advised many Australian and international organisations on the best ways to improve the quality on their IT service delivery through the use of IT Service Management and ITIL.

EXPRESSION OF INTEREST

Yes, we are interested in receiving a quote for the provision of in-house training for IT SERVICE MANAGEMENT FOUNDATIONS COURSE

Please complete the form below and return it via fax (1300 864 770) or email (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.