

CONAN GROUP PRESENTS ITIL V3 EXPERT FAST TRACK PROGRAM

Fast track your way to becoming an ITIL V3 Expert in just 18 weeks!

- Gain the highest level of ITIL V3 certification available worldwide.
- Join an elite group of ITIL Experts where your skill-set will be in high demand.
- Learn both the V3 Service Lifecycle and the in-depth V2 processes on which V3 is based.
- Gain a substantial knowledge base and skill-set to work from when implementing ITIL into your organisation.
- Ideal for Managers, Team Leaders or Consultants involved in IT Service Management, particularly those responsible for improving IT service provision.



COURSE DETAILS

The ITIL V3 Expert Fast Track Program is designed for IT professionals who are involved in the implementation of IT Service Management and its ongoing management. This fast track program integrates both the ITIL V2 and ITIL V3 processes ensuring that you gain the necessary knowledge base and skill-set to successfully implement an ITIL project into your organisation.

With a focus on practical application, this interactive course delivers you the perfect opportunity to learn how to apply the theoretical aspects of IT Service Management into "real life" scenarios. This is further enhanced in Module 3 with the ABC (Attitude, Behavior & Culture) of ICT leadership program - designed to develop awareness of the cultural changes required for an ITIL implementation.

You will benefit from the practical knowledge and experience of the longest serving IT Service Management consultants and trainers in Perth. All Conan Group trainers are highly experienced ITIL consultants who 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.

COURSE PREREQUISITES

Your registration will be subject to an intake interview before acceptance. 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.

FAST TRACK PROGRAM DATES 2010

MODULE 1
Service Support
(3 days) - 23, 24, 25 February

MODULE 2
Service Delivery
(3 days) - 9, 10, 11 March

MODULE 3
Service Managers Workshop & In
Course Assessment
(4 days) - 23, 24, 25, 26 March

MODULE 4
Revision & Exam Training
(2 days) - 20, 21 April

MODULE 5:
ITIL V3 Managers Bridging
(5 days) - 21, 22, 23, 24, 25 June

Examination Dates:
To be determined in consultation
with course participants.

"You get out of this course what you put into it. A great way to get out of your comfort zone and not only develop your ITIL knowledge, but also your leadership skills & confidence in yourself"

L. Findlater
ICT Applications Manager, HBF



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ITIL V3 FAST TRACK PROGRAM

COURSE OVERVIEW

The ITIL V3 Expert Fast Track Program consists of five modules and three examinations.

1. SERVICE SUPPORT (3 DAYS)

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

3. SERVICE MANAGERS WORKSHOP (4 DAYS)

- Leadership & team development.
- ITSM case studies & in-course assessment.
- ABC of ICT leadership cultural improvement module.

5. ITIL V3 MANAGERS BRIDGING PROGRAM (5 DAYS)

Upgrade program to ITIL V3 covering: Introduction to Service Lifecycle; Service Strategy; Service Design; Service Transition; Service Operation; and Continual Service Improvement.

2. SERVICE DELIVERY (3 DAYS)

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

4. REVISION & EXAM TRAINING (2 DAYS)

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

EXAMINATIONS

- Service Support V2 (3 hrs)
- Service Delivery V2 (3 hrs)
- ITIL V3 Managers Bridging (90 mins)

COURSE KEY OUTCOMES

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

- Translate and implement the theory of ITIL V2 and V3 processes into practical solutions in your own organisation.
- Assess your organisation to determine the level of compliance with the ITIL V2 and V3 frameworks.
- 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 to launch an ITIL project in your organisation.
- Manage the ITIL process implementation and cultural improvement requirements in your organisation to ensure successful project outcomes.
- Manage the ongoing operational management of the ITIL processes including the Service Improvement Program (SIP).

CERTIFICATION PROCESS

Once you have completed the Fast Track Program and successfully passed your in-course assessment and examinations, you will qualify for your ITIL V3 Expert certification through the examination body EXIN (Examination Institute of the Netherlands).

REGISTRATION FORM - ITIL V3 EXPERT FAST TRACK PROGRAM (18 weeks)

EARLY BIRD SPECIAL: Book before Wed 23rd December

\$10,450 + GST*

COURSE FEE: Applies after 24th December 2009

\$11,300 + GST*

Please complete the form below and return it via fax

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

Payment plans are available for this course

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 & 5 Service Lifecycle V3 books; tea breaks and light lunch.