

IT Service Management

Information Security Management



CONAN GROUP
Translating Business Strategy into Action

ITIL: Securing your IT infrastructure

2004 Course Dates

18th August
25th October

Course Overview

New business models are often dependent on opening internal networks to customers and business partners. Electronic commerce, and the increasing use of public networks, dramatically increases the requirement for strong security processes to protect your IT infrastructure.

The ITIL Security Management Course focuses on the underlying processes required to manage a defined level of security on information and IT services.

This course focuses on the following key security aspects:

- Confidentiality: protecting sensitive information from unauthorised disclosure of intelligible interception
- Integrity: safeguarding the accuracy and completeness of information and software
- Availability: ensuring that information and vital IT services are available when required.

7 reasons why you should attend this course:

- 1) To learn how organisations address IT Security Management issues through ITIL best practice.
- 2) To understand the key elements of information security.
- 3) To gain knowledge on formulating proposals concerning control, planning, implementation, evaluation, maintenance and reporting.
- 4) To learn about the key activities contained within the security management process.
- 5) To see what other organizations do to identify security risks within their IT infrastructure.
- 6) To hear about the essentials of risk assessment and its importance for Security Management.
- 7) To learn and discuss, in an interactive environment, how to deal with day-to-day security challenges.



Course Content

- 1) IT Service Management
 - Defining and supporting IT Services
 - Introducing the process driven organization.
 - The IT Infrastructure Library (ITIL) framework
- 2) IT Security Management
 - Process Goal & Objectives
 - Activities of Security Management
 - Plan – Service Level Agreements, underpinning contracts, Operational Level Agreements, company policies.
 - Implement – awareness of security management measures
 - Control - management framework and responsibilities.
 - Evaluate – evaluation of incidents, regular audits and self assessments.
 - Maintain - improve, learn
 - Report - conform SLA
- 3) Implementation Process Flow
 - Planning, Implementation and Operation
 - Audit and Reporting
- 4) Other Standards (ISO 17799)
- 5) Challenges, Costs & Benefits
- 6) Course Summary & Evaluation

Course Format

Based on best practice contained in the IT Infrastructure Library (ITIL), this course focuses on the process implementation of ITIL Security Management and the resulting value of IT service delivery to the business.

Based on action learning, this course is interactive to encourage you to practise learnt concepts in a controlled environment with opportunities for feedback and improvement.

Conan Group Pty Ltd

Telephone: (08) 9221 5222 • Fax: (08) 9221 7222

Level 9, 256 Adelaide Terrace, Perth WA 6000 • PO Box 3021, East St Georges Terrace, Perth WA 6832

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Our clients do the talking!
TESTIMONIALS:

“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*

“The value gained ... came from the ability of the training staff to validate the material with in depth knowledge of processes and practical examples of their application.”
*J. Walsh
Argyle
Diamonds*

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 in 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.

Experience Counts!

You will benefit from the practical knowledge and experience of our tutors who hold the highest level of ITSM accreditation worldwide (the Managers Certificate in IT Service Management). Our consultants have also advised many Australian and overseas multinational companies on the best ways to improve the quality of their IT service delivery through the use of ITIL and IT Service Management.

Course Fee \$660.00

Inclusive of meals, beverages, course and workbook. Registrations need to be received 10 days prior to course commencement.

EARLY BIRD SPECIAL

Call **Kieran Brown** before **19th July 2004** to find out about our **Early Bird Special**

Course Format

Designed to be interactive, a series of lectures, group discussions and investigative exercises are incorporated into the course format. These exercises are designed to provide you and your IT colleagues with the opportunity to learn the theory, whilst learning how to apply learnt concepts into your organisation. Group discussion will play an important part of this course facilitated by your course tutor.

Who should attend this course?

ANYONE RESPONSIBLE FOR ENSURING THAT IT DELIVERS TO BUSINESS REQUIREMENTS!

Past attendees have included:

- Executive Managers, Senior Business Managers, IT executives.
- Chief Information Officers, IT Directors.
- IT Managers, IT Team Leaders.
- IT Security Managers
- IT Operations Managers.
- Network Managers

Registration Form ITIL Security Management

Course Fee: \$660.00 (GST inclusive)

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. Mail 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.

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