

# IT Service Management Foundation Certificate in ITSM



CONAN GROUP  
Translating Business Strategy into Action

**How can you reduce costs in your IT department and improve your current IT service delivery?  
Here's how to know where to begin!**

## 2005 Course Dates

23-25<sup>th</sup> February

27-29<sup>th</sup> April

21-23<sup>rd</sup> June

3- 5<sup>th</sup> August

18-20<sup>th</sup> October

5- 7<sup>th</sup> December

## 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.

In three days you will learn what organisations worldwide are doing to leverage their IT departments to become more aligned with business outcomes – and your staff will gain worldwide certification while doing so!

A well run IT Department can add profits to your company's bottom line!

## 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 practise manner.

By looking at the underlying processes in your IT department, you can begin to identify opportunities for improvement in your service delivery.

In aligning IT service provision to key business processes, your IT department can support your organisation to achieve core objectives.

The focus of this course is to ensure your IT department is:

**Effective** → Doing the right things  
(*outcomes - measured by your customers*)

**Efficient** → Doing the things right  
(*activities - measured by yourself*)

## 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 IT staff the opportunity to learn essential management skills whilst learning how to implement ITIL processes into your organisation.

Internationally accredited, this course offers the opportunity for you and your staff to gain formal certification.

## Course Fee \$1950.00 (GST Incl.)

Inclusive of all meals, beverages, course workbook, syllabus and examination fees

## Learn the 7 secrets to delivering first-class IT services ...

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

## Course Program

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

1. **Positioning IT Service Management**
2. **IT Services Culture and introducing a Customer Focus**
3. **ITIL and Quality Management**
4. **ITIL Service Support processes:**
  - Service Desk
  - Configuration Management
  - Incident Management
  - Change Management
  - Problem Management
  - Release Management
5. **ITIL Service Delivery processes:**
  - Service Level Management
  - Availability Management
  - Capacity Management
  - Financial Management
  - IT Service Continuity Management
6. **Mock Examination and review**

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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## TESTIMONIALS: Our clients do the talking!

"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*

"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*

"IT Service Management Foundations is about shifting a hierarchical mindset to one that is process focused, that enables your IT department to streamline the way it does (and interacts with) business..."

*R. Maynard  
Sealcorp Holdings*

## 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.

### Closing Date for Registrations

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

## Course Accreditation

IT Service Management Foundations is an internationally recognised course by two independent examinations bodies: Examinations Board of the Netherlands (EXIN) and Information Systems Examinations Board (ISEB) UK.

## Who should attend this course?

ANYONE LOOKING TO IMPROVE THEIR IT OPERATIONS AND SERVICE DELIVERY! Some of our past participants have included:

- IT Directors, IT Managers, IT Operations Managers, Data Centre Managers.
- Network Support Managers, Network Mgrs, Applications Development Mgrs, Systems Mgrs, Helpdesk Managers.
- Process Managers, Problem Managers, Change Managers, IT Service Managers.
- IT Consultants, IT Enterprise Architects, IT Analysts, Service Providers in Infrastructure and Operations Mgmt.
- IT Project Managers, Program Managers
- Employees responsible for: Help Desk, Problem Management, Change Mgmt, Configuration/Asset Mgmt, Release Mgmt, Service Level Mgmt, Availability Mgmt, Capacity Mgmt, Financial Mgmt and IT Service Continuity Management
- IT infrastructure management employees e.g. Engineers and Administrators of Networks, Systems, Desktops, Databases and Applications.

**\* EARLY BIRD SPECIAL \$1850 per person \***

Register up to **21 days before course commencement to save \$100!**

Call 9221 5222 NOW to secure your booking!

### Registration Form IT Service Management Foundations

**Course Fee** (including examination):  \$1950.00 (GST inclusive)

**Early Bird Special:**  \$1850.00 (GST inclusive) **Group Fee**  \$8325.00 (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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