

# IT Service Management

## ITSM & ITIL Introduction



CONAN GROUP  
Translating Business Strategy into Action

**Here's how to transform your IT department into an internal Services Organisation that operates as a commercially viable entity ...**

### 2005 Course Dates

2<sup>nd</sup> March  
12<sup>th</sup> May  
20<sup>th</sup> July  
15<sup>th</sup> September  
2<sup>nd</sup> November

**Course runs from  
9am to 3pm**

### 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.

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 ITSM and ITIL are now an important focus for organisations in Australia ....**

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

### Course Program

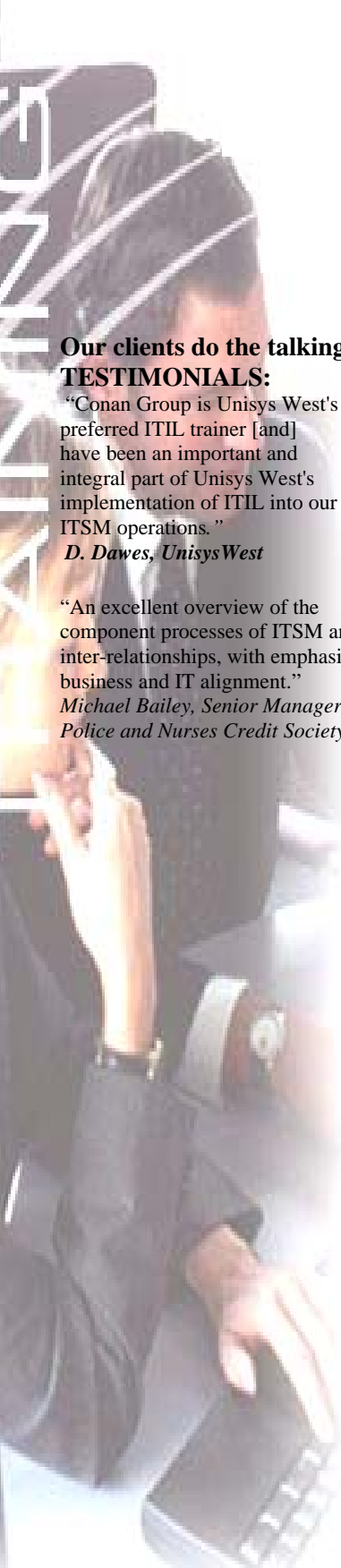
Providing an overview of ITIL best practice concepts, this course focuses on the following key areas:

- 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 using the latest in adult learning techniques.

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



### 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, Unisys West*

“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*

## 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.

## 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 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.

## About your presenter

Thomas McKenna is the Managing Director at Conan Group, bringing to the role 22 years business experience with 13 years in IT Service Management. Thomas has worked in various business & IT management and consulting roles in Europe and Australia for large organisations, specialising in aligning IT services to meet business requirements. These companies include Woodside, BHP, Shell & BP.

Thomas has practical knowledge of and experience in implementing shared services, ITSM and ITIL across a range of industries and has advised many Australian and multinational organisations on the best ways to improve the quality of their business service delivery.

Thomas has recently won a scholarship at Edith Cowan University to undertake a PHD researching the application of ITIL in Australia and comparing it with the application of ITIL in Europe and the USA.

**Course Fee \$660.00** (GST incl.)

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

**\* EARLY BIRD SPECIAL \$550 per person \*  
SAVE \$110**

Register up to **21 days before course commencement to save \$110!**

Call 9221 5222 NOW to secure your booking!

### Registration Form ITSM & ITIL Awareness

**Course Fee:**  \$660.00      **Early Bird Special**  \$550.00  
**Group Price (5 for 4)**  \$2640.00

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: \_\_\_\_\_

#### 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.

**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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