

# Change, Release and Configuration Management (2 Days)

## THE INTERCONNECTIONS TO MANAGING YOUR IT INFRASTRUCTURE



CONAN GROUP  
Translating Business Strategy into Action

- Are you committed to reducing downtime in IT service delivery?
- Do you want to eliminate recurring problems?
- Are you about to buy or assess a Configuration or Change management software toolset?

### 2005 Course Dates

13-14<sup>th</sup> April  
27-28<sup>th</sup> July  
10-11<sup>th</sup> October  
01-02<sup>nd</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.

If so, then this is the course for you!

In two days you will learn how organisations worldwide use best practice processes to plan and control infrastructure changes without interrupting IT service delivery.

### Who should attend this course?

Anyone looking to improve their IT operations and service delivery! Our past participants have included:

- IT Directors, IT Managers, IT Operations Managers, Data Centre Managers.
- Network Support Managers, Network Managers, Application Development Managers, Systems Managers, Helpdesk Managers.
- Process Managers, Problem Managers, Change Managers, IT Service Managers.
- IT Consultants, IT Enterprise Architects, IT Analysts, Service Providers in Infrastructure and Operations Management.
- IT Project Managers, IT 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.

### Experience Counts!

You will benefit from the practical knowledge and experience of our tutors who not only hold the highest level of ITSM accreditation worldwide (the Managers Certificate in IT Service Management), but have also implemented ITSM and ITIL disciplines in various organisations.

Our consultants have advised many Australian and overseas multinational organisations on the best ways to improve the quality of their IT service delivery through the use of ITSM & ITIL.

### Course Overview

Based on the world best practice model ITIL, this course provides you with a framework to implement and manage the identification, authorisation, implementation and review of changes to the IT infrastructure.

### Learn 7 secrets to immediately improving IT service delivery:

- 1 How to evaluate change and configuration management toolsets based on the selection criteria relevant for YOUR organization.
- 2 How to accurately assess the effort and cost of all change requests based on business drivers.
- 3 How to manage different types of changes to your IT infrastructure and know what is in your environment at all times.
- 4 How Configuration Management can be leveraged to provide additional information to address issues in Problem Management, IT Service Continuity and Change Management.
- 5 How to package change(s) into clearly defined releases to minimise downtime and disruptions to service delivery.
- 6 How implementing a single Change Management system across an IT enterprise can make a huge difference to your IT costs and service delivery.
- 7 How to reduce adverse impacts of changes on the quality of services and SLA's.

### Why use 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

Conan Group Pty Ltd

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

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**TESTIMONIALS:  
Our clients do the talking!**

“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 IT service management operations.”

**D. Dawes**  
*Unisys West*

“I liked the exercise that asked people for real examples ... that clarified the concept.”

**N. Sloane**  
*Department for Planning & Information*

“The course touched on a lot of information [that] was easy to understand and take in.”

**T. Larcombe**  
*Bunnings Buildings Supplies*

### Course Format

This course focuses on the application of Change, Release and Configuration Management processes into an organisation. All of our courses are based on the global best practice model, ITIL (the IT Infrastructure Library).

Based on action learning, this course consists of interactive lectures, group discussions, participant presentations and role-plays.

We also have practical examples utilising a software toolset to illustrate the power of processes in your organisation. This can greatly assist you to understand the added leverage you can gain through your existing and future software toolsets.

### Closing Date for Registrations

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

### IT Service Management – A Services Focus

IT Service Management is an approach that provides the fundamental processes to enable IT organisations to deliver ‘end-to-end’ services in a best practise manner.

The implementation of an IT Service Management philosophy provides an IT organisation with a process based environment which delivers a business focus rather than being driven by technology imperatives. These goals are achieved by aligning IT service provision to key business processes so as to support organisations in achieving their organisational objectives.

### Course Fee \$1100 (GST Incl.)

Your course fee is inclusive of all meals, beverages, handouts and Syllabus. Course participants also receive a Certificate of Attendance.

**\* EARLY BIRD SPECIAL \$990 \***  
**SAVE \$110 OFF YOUR REGISTRATION!**  
**Simply call 9221 5222 to secure your booking!**

GROUP DISCOUNTS ALSO APPLY!

#### Registration Form

### Change, Release and Configuration Management

**Course Cost:**  \$1100.00 (GST Incl.) Early Bird Special:  \$990.00 (GST Incl.)  
**Group Price:**  \$4400.00 (GST Incl.)

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. Complete the form below and post 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 Enclosed  Bankcard  MasterCard  Visa  AMEX  PO Number \_\_\_\_\_

**Name as it appears on card:** \_\_\_\_\_

**Card number:** \_\_\_\_\_

**Card Expiry date:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

- Terms:**
- ° Full payment, or payment details, is 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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