

IT Service Management

Effective IT Change Management (1 day)



CONAN GROUP
Translating Business Strategy into Action

Enabling Business
Objectives Through
Information Technology

**Want to reduce downtime in your IT service delivery?
How do you eliminate recurring problems that prevent you from
meeting service levels?
What are the best ways of managing IT changes?**

Learn the answers to these issues -
and more!

In one day you will learn how
organisations worldwide use best
practice in their Change Management
process to plan and control system
changes without interrupting IT service
delivery.

Course Overview

Based on world best practice as
outlined in the IT Infrastructure Library
(ITIL), this course provides you with a
framework to implement and manage
the supply, implementation and review
of proposed changes to the IT
infrastructure.

The ability to implement changes,
without disruption to service delivery, is
essential for every IT Department!

Course Format

This course focuses on the
implementation of the Change
Management process into an
organisation.

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

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

*Many problems in the quality
of IT service delivery
emerge from changes in
(parts of) existing IT systems.*

Source: Gartner

Learn 7 secrets to immediately improve your Change Management process:

1. How to manage your IT infrastructure
through a Change Management
process based on best practice.
2. How to accurately assess the effort
and cost of *all* change requests.
3. How to identify the role of
Configuration Management in
managing and tracking changes to
your IT infrastructure.
4. How to reduce the number of back-
outs in your IT infrastructure.
5. How implementing a single Change
Management system across an IT
enterprise can make a huge difference
to your IT costs and service delivery.
6. How to implement an effective Change
authorisation process.
7. How to reduce adverse impacts of
changes on the quality of services and
SLA's.

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
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
- IT infrastructure management employees
e.g. Engineers and Administrators of
Networks, Systems, Desktops,
Databases and Applications.

Ensuring you get value - our Money Back Guarantee!

We are so confident that
our courses will deliver
you value, that should
you not be satisfied with
this course, we will give

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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Change Management

Enabling Business Objectives Through Information Technology

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 ITSM operations."

*D. Dawes
UnisysWest*

"The structure Conan Group provided for our adoption of ITIL was key to our ability to apply the learning and begin reaping the benefits very quickly. 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*

"Liked the exercise which asked people for real examples ... that clarified the concept."

*N. Sloan
Department for Planning & Information*

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

*T. Lacombe
Bunnings Buildings Supplies*

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.

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.

Closing Date for Registrations

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

Course Fee \$660 (GST Incl.)

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



Registration Form Effective IT Change Management

Cost: \$660.00 (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 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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