

ITIL Service Management

Masters Certificate in IT Service Management



CONAN GROUP
Translating Business Strategy into Action

Providing the highest level of IT Service Management accreditation worldwide, the ITIL Service Managers course focuses on enabling you to lead the transformation of your existing IT organisation to deliver IT services aligned to business requirements.

Based on industry best practice, the ITIL Service Manager course focuses on the implementation and ongoing management of the IT Infrastructure Library (ITIL) framework into your IT organisation.

7 key outcomes you will achieve on this course ...

Benefiting from the extensive experience of your two course tutors, you will leave this course able to...

1. Apply the theory of ITIL into your own IS/IT organisation.
2. Assess your IS/IT organisation to determine the level of compliance with the ITIL framework.
3. Prepare recommendations for a Service Improvement Program (SIP) with a supporting business case
4. Implement ITIL processes in the order that delivers the best "bang for your buck" aligned with business objectives
5. Prepare project initiation and planning documents.
6. Manage the ITIL process implementation into your organisation.
7. Manage the ongoing operational management of the ITIL processes including the Service Improvement Program (SIP).

Our Course Structure

Our **interactive course environment** delivers the perfect opportunity for you and your fellow classmates to practice applying the theoretical aspects of IT Service Management into "real life" scenarios.

Our **unique IT Service Managers Workshop** also allows you to focus on fully understanding the ITIL theory before being assessed on your ability as an IT Service Manager.

With a pass rate of 80%, Conan Group has a well **above average student pass rate** compared to the 27% average pass rate globally.

Being locally based we can offer you and your team a unique opportunity to attend a series of **customised tutorial sessions** during evenings. These tutorials are designed to ensure that you are totally prepared to sit your examinations.

To keep pace with your training requirements, we have structured the ITIL Service Managers course modules to be flexible enough to be taken in individual components, or as a combined course striving towards full certification. For individual course modules, please contact us.

Your trainers will have the experience that counts!

Conan Group consultants have advised many Australian and multinational organisations on the best ways to improve the quality of their IT service delivery through the use of IT Service Management and ITIL.

As a course participant, 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 Course fee includes all modules, examination fees, meals/beverages and workbooks. Participants will also receive a copy of the official ITIL Service Support and Service Delivery books.

2005 Course Dates

Service Support (3 days)

15-17th March

10-12th August

Service Delivery (3 days)

5 - 7th April

31 - 2nd September

Service Managers Workshop (4 days)

3-6th May

20-23rd September

Revision & Exam Training (2 days)

18-19th May

12-13th October

Examination Dates

9th & 16th June

3rd & 10th November

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.

Call 9221 5222 NOW to secure your booking.

Course Overview

Our Unique Course Format

The ITIL Service Managers Course consists of four modules. Containing a strong analytical component utilising a series of case studies, each module tests practical application of concepts learnt to determine the knowledge level of participants.

1. Service Support (3 days)

This module focuses on the following Service Support processes:

- Configuration Management
- Service Desk
- Incident Management
- Problem Management
- Change Management
- Release Management.

2. Service Delivery (3 days)

This module focuses on the following Service Support processes:

- Service Level Management
- Financial Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Security Management.

3. Service Managers Workshop (4 days)

Unique to Conan Group, this workshop focuses on the application of knowledge and skills you will need as an ITIL Service Manager - such as communication, interpersonal development, presentation structure and teamwork. The in-course assessment, which is a requirement for your certification, is conducted during this module.

The Service Managers workshop contains:

- Generic ITSM & ITIL overview and review
- Written exercises, in the form of sample exam questions (including evaluation).
- Role-plays utilising a case study of an ITSM organisation.
- Presentation and communication exercises (including preparation & evaluation).

4. Revision & Exam Training (2 days)

This module provides course revision and exam training to ensure that you are totally prepared to sit your examinations.

Course Prerequisites

To ensure that attendees have the experience required to undertake this course, your registration will be subject to an **intake interview**.

It is also a requirement of EXIN that you hold a Foundations Certificate in ITSM (a one-hour multiple choice examination) prior to sitting your exams.

Want to know how to fast track your certification process? Call NOW on (08) 9221 5222.

Certification Process

Once you have completed all four modules and passed your in-course assessment, to gain full certification as an ITIL Service Manager you will also need to achieve a 50% pass in each of the two 3-hour exams (Service Support & Service Delivery).

Closing Date for Registrations

To process your intake interview, **registrations for the ITIL Service Managers course must be received no later than 14 days prior to course commencement.**



REGISTRATION FORM

IT Service Managers Masters Course in IT Service Management

ITSM Masters \$9900

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 Terrace, Perth WA 6832

Course Dates: Service Support: _____ Service Delivery: _____

SM Workshop: _____ Revision & Exam Training: _____

Name: _____ Position: _____

Organisation: _____ Email address: _____

Postal address: _____

Telephone: _____ Fax: _____

Total payment submitted \$ _____ Payment Method: Cheque Invoice PO Number _____

- 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

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