

ITIL Manager's Certificate

No matter how large the vision is for IT, the IT Infrastructure Library (ITIL) framework can deliver a solution that fits all environments; the network, applications or customer support. Wherever there is a need for improved services - new hardware, new applications, restructure, e-commerce, global standards requirement - it is important to ensure that there are standard approaches in place that staff can take up with confidence. The ITIL framework provides a universally proven approach for the IT Service Management processes.

The Manager's Certificate course leads to the highest level of IT Service Management accreditation. The programme, combined with the Manager's Bridging course, leads to the ITIL Expert certification in V3. Aimed at IT managers and consultants involved in IT Service Management, this course will equip participants with the knowledge and skills to successfully implement the IT Service Management disciplines based on current good practice as contained in the IT Infrastructure Library. In addition, participants will benefit from the practical knowledge and experience of ProActive consultants, who are 'ITIL Experts' in Version 3 and have implemented the ITIL disciplines in various organisations.

Why risk your ITSM initiatives? For any project to be successful, you need leaders with advanced ITIL training who are looked upon as champions and can lead the way within your organisation.

COURSE FORMAT

The course is offered as three convenient modules (plus a revision day and exams) that you can attend to suit your situation. You can take modules 1 through 3 in any order. (see overleaf for further details)

ProActive use a combination of classroom lectures, discussion, case studies, mock examination papers, presentations, and identification of possible problems and ways to avoid them.

CERTIFICATION

Successful completion of this course and examination provides the candidate with the ITIL Manager's Certificate in IT Service Management.

ASSESSMENT

Assessment takes the form of two three-hour written examinations based on a case study, plus a positive course assessment of the candidate's application of knowledge is required (this includes communication, attitude, presentation and teamwork).

Examinations are run quarterly by the Information Systems Examination Board (ISEB).

PREREQUISITES

All candidates must hold the IT Service Management Foundation Certificate plus have at least 5 years practical IT Service Management experience.

WHO SHOULD ATTEND?

- + Senior IT Managers
- + Process Owners
- + Process Analysts
- + Service Managers
- + Team Leaders
- + Quality Managers
- + Network Managers
- + Applications Managers
- + Desktop Support Managers
- + IT & IS Planners/Strategists

COURSE FEE

| | Aust'n Price (A\$) | NZ Price (NZ\$) |
|-----------------------|--------------------|-----------------|
| Module 1: | \$3520.00 | \$3800.00 |
| Module 2: | \$2640.00 | \$2925.00 |
| Module 3: | \$2640.00 | \$2925.00 |
| Revision Day & Exams: | \$1677.50 | \$1860.00 |

Terms: Full payment with booking is required. Cancellations received less than two weeks prior to the event will attract no refund - however, substitute candidates are accepted.

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BENEFITS

- + align IT with the Business
- + reduce costs
- + achieve higher levels of customer satisfaction
- + create champions - professional staff with the ability to 'lead the way' in your organisation
- + reduced risk of Service Improvement Programme (SIP) failure

"I recently had the opportunity of attending the ITIL Manager's Certificate course conducted by ProActive Services.

The trainers were professional, approachable and able to bring their real world experiences into the course. The course itself was educational and enjoyable, the practical exercises and simulation played throughout the course ensured that we understood practical application of the principals being taught.

The in-course practise exams questions, and the valuable hints and tips disseminated by the trainers throughout the course, were particularly useful for preparing for the exam. I would highly recommend the ProActive course to any person pursuing the ITIL Manager's Certification".

- Tabassum Ansari, itSMF Australia "Student of the Year" 2007.

For the full listing of dates, locations, and prices, call (AUS)1300 880 855 (NZ) 0800 11 56 56 or register online.

ProActive
LEADING THE WAY IN IT SERVICE MANAGEMENT

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COURSE CONTENTS

Module 1 (4 days)

Service Desk

- Objectives & key activities of the Service Desk
- Service Desk options
- Staffing the Service Desk

Incident Management

- Incident management principles
- Incident registration
- Initial support and classification
- Ownership, monitoring, tracking & communication
- Closure of incidents

Problem Management

- Incidents, problems & known errors - the lifecycle
- Problem control & prevention
- Analysis & targeting techniques
- Categorisation, priority & severity coding
- Proactive & reactive elements of Problem Mgt

Service Level Management

- Planning, negotiating & managing Service Level Agreements (SLAs)
- Structure, content & wording of typical SLAs
- The role of the Service Level Manager
- Monitoring & reporting
- Service reviews & Service Improvement Programme

Financial Management

- Benefits, costs & possible problems
- Principles & benefits of costing and charging
- Charging policies and metrics
- Understanding the cost of IT provision

Revision Day plus Examinations

One day revision course covers:

- examination tips
- advice and guidance on answering questions from recent examination papers
- key points for each service management discipline in order to aid revision

Module 2 (3 days)

Change Management

- Change lifecycles
- Role of the Change Mgr & Change Advisory Board
- Normal & urgent change procedures
- Prioritisation, impact & resource assessment, authorisation, scheduling testing & implementing change
- Backout plans & change reviews

Configuration Management

- Concepts, terminology, breakdown & relationships
- Building, implementing and managing a configuration management database (CMDB)
- Using a CMDB to manage incidents, problems & changes.

Release Management

- Storage, control & security of authorised software in both centralised & distributed systems
- Definitive Software Library (DSL & QA controls)
- Types of Releases
- Interfaces to a Configuration Management system

Module 3 (3 days)

Availability Management

- The key elements of Availability Management
- Risk analysis & management
- Calculating & meeting service level availability & reliability targets

Capacity Management

- Capacity Management database principles
- Inputs to business, service, resource capacity and outputs
- Key elements of Capacity planning

IT Service Continuity Management

- The need for a Continuity plan

I found the Manager's Certificate course run by ProActive as both enjoyable and instructive. The instructors were professional and obviously know the ITIL framework in detail. They brought to the course real-life experiences, practical interpretations of the framework and a knowledge of the certification process.

The ProActive course material was equally professional in its presentation, it was well structured and proved to be useful reference material for the course, study for the exam and on into day-to-day activities back at work.

That I passed the Manager's exam was testament to the efforts of ProActive and the instructors who not only educated, they inspired me to succeed. Thanks guys.

*- Peter Gatcum, Project Manager
(Service Management)
KAZ Group Pty Ltd*

ABOUT PROACTIVE

ProActive Services is Australia's longest serving ITIL training provider and is responsible for establishing ITIL in Australia.

ProActive has trained well over 15,000 students in IT Service Management through Australia, New Zealand, SE Asia, the UK and USA, with positive feedback reflected in student comments and excellent pass rates.

All of our instructors hold the highest level of ITIL accreditation, the ITIL Expert in Version 3 and also have practical, hands-on experience of ITIL implementations around the globe.

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ProActive Services Pty Ltd. ABN 42 006 674 791
(AUS) 1300 880 855 Fax: 03 9696 4565
(NZ) 0800 115 656 Fax: 0800 115 657
(All other countries) +61 3 9696 4344
Email: info@proactiveservices.com.au

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