



Hi, and thanks for having a look at our latest newsletter – which is filled with not only some interesting articles but some great offers! Whether your interest is in online or group (on-site) training or process maturity assessment offers, this newsletter has something for everyone!

Challenges for IT Leaders:

Having the answers to just 4 questions are critical to success in IT as a whole

More and more we are talking to senior IT leaders about the changes occurring in the profession of IT. Our [Technology versus Business Continuum Survey](#) has been very effective in helping IT leaders really understand what the Business perception is of the service delivered by IT.

The advent of Cloud Computing, Bring your Own Device, and Social Media are just the latest in a long series of changes in IT, and whilst it is important to avoid over-hyping such changes, the IT leader needs to know HOW to respond to these opportunities and be able to take the IT organisation on the relevant journey of change.

NEWS IN BRIEF...

Book Group Training for 2012 - at 2011 prices!

Take advantage of prices now for early 2012 courses!

January and February is traditionally a quiet month for most industries, but often the time when ProActive consultants are run off their feet providing group training at customer sites.

With that in mind, now is the time to book training – when prices remain the same and do not fall prey to the traditional exam price rise at the start of the calendar year.

And to add a further incentive, any organisation booking on-site training in December will get one month's free access to our ITIL® or KCS computer based training module!!

Contact us for pricing and availability!
Call Singam on 1300 880 855 or NZ 0800 11 56 56

[Or email us!](#)

Introducing our Premium On-site Booking Service

Remove the pain of the administration and logistics involved with organising training on-site for groups of staff!

No matter how many external providers are involved with the delivery of IT services, the ultimate responsibility lies with the IT organisation. The challenge is to understand not just your current capabilities, but the capabilities you will need in the changed world.

Click through to see if you can answer just 4 key questions! If the answer to one or more of these questions is no, then you need to understand what you should be doing to rectify the situation.

[Can you answer these 4 questions?](#)

Read about a recent case study on an Australian University that is actively working to answer these key questions and create an IT Service Lifecycle.

[Read the Full Case Study here](#)

Computer Based Training

ITIL® and KCSsm Awareness Modules

ITIL® 2011:

We are very pleased to announce that this CBT has just been refreshed to reflect the 2011 updates. It is not a CBT about ITIL 2011 specifically. Rather, it is an overview of ITIL intended for people who don't necessarily need the 3 day Foundation course and exam, OR for those who need a refresher and would also like to learn about the latest updates.

It is a 45 minute web-based training module, with 7 sections (An introduction, one per ITIL lifecycle stage and a small test at the end, which is not an exam but more for students to verify their knowledge).

Take a look at our demonstration version – we're confident that you, like a number of our customers, will be enthusiastic about this low cost opportunity to provide staff with something that may compliment your other education activities around Service Management.

Note you will need to add the following Client ID: "ProActive ITIL Demo", plus your email address and name to view the module:

[View the ITIL CBT Demonstration Module](#)

KCS Version 5.1:

For some time now, ProActive has a Computer Based Training module available to organisations looking to provide their staff with a high level understanding of the KCS practices.

ProActive's Premium Onsite Booking Service ensures that customers achieve the overall benefit of onsite pricing and the convenience of little to no administration or organisation! It is particularly useful for large organisations with multiple departments, faculties or office locations to access ProActive's quality training at the most economic rates.

The comprehensive service provides the following Inclusions:

[Read more](#)

ProActive now accredited with GCI for ITIL Training

Offering faster access to exam results and different exam methods.

ProActive Services are pleased to announce the move to the Global Certification Institute (GCI) as the Certification Service provider for all ProActive's ITIL training.

GCI are a global provider of the highest quality certification and examination services that offers ProActive customers fast access to examination results and different options regarding examination methods, particularly for on-site courses.

[Read more](#)

Unused training budget? Purchase a Training Voucher!

If you've got some training budget available now, but can't release staff right now to attend training, why not purchase training vouchers? The credits are available for use over the next year!

Give us a call today – we also have offers available for multiple bookings, on-site training or of course, other consulting services.

Face-to-face not for you?

ProActive partners with ILX to offer customers ITIL® Online Foundation training

Whilst we often recommend face-to-face training as a preferred method, we also understand that some organisations, and some individuals prefer online learning. Online learning at the foundation level can also free up funds to put into more advanced training, such as the ITIL® Intermediate Certificates.

[Read more](#)

KCS in Action

KCS is truly alive and well in Australia and New Zealand!

Soon to be released will be the Version 5.1 update of this module. If you are interested in awareness training in KCS, we would like to offer you the opportunity to purchase the new version at a highly reduced price. Click on the link to register your interest – we will only be offering this to a limited number of people!

[Register your interest now!](#)

Process Assessment Services

Preparing for service and process improvements in 2012?

If you are preparing for service and/or process improvements, then hopefully you have considered establishing a baseline of your process maturity!

Use our industry leading assessment methodology, that has been used by many key organisations in Australia and New Zealand, and recognised as “industry leading” by one of the major banks.

It may be that you only need to assess a couple of ITIL® processes - contact us to discuss pricing, and find out about our end of year pricing offer!

AND, any assessment booked between now and Christmas will also go into the draw to win 12 months self-assessment portal access*! This means that the winner will be able to gain access to one of the following modules in our “Governance Assessment Portal”:

- Assess the maturity of ITIL® processes and check alignment between IT and the business, using CobiT®
- Assess the maturity of **software asset management** processes
- Conduct a self-assessment using the official **P3M3** questions as defined by both the OGC and APMG

The above three modules also provide recommendations on how to improve your rating! Find out more about what the portal can do for you!

[Find out more & view the portal in action!](#)

Greg Oxtan from the Consortium for Service Innovation visited Australia and New Zealand in November to run some Town Meetings and deliver some 2-day Leadership Workshops. It was great to have Greg visit the region and see first hand the implementation stories from some key customers – and obviously have Greg impart his vast knowledge of KCS at the events, at client meetings and to our own staff!

[Read more](#)

What Courses can I attend?

Know us for ITIL Foundation or advanced training? Did you know we also offer the following courses?

Clicking on the links below will take you to further detail on each of the courses we offer, plus give you information on if it's currently being offered as part of the public schedule. Of course, we can schedule more courses if there is enough demand, or if you have a group, we can run the course on-site at your premises. Contact us to discuss your options.



Contact ProActive

Office shut down dates over the Festive Season.

On behalf of the whole ProActive Team, please have a happy, but safe festive season!

We'll be taking a break from the 23rd December and back on the 9th January. Whilst we'll have some staff around to answer any queries – the whole team look forward to talking to you when we are back on board in 2012.

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* Conditions Apply. Whilst the access to one of the Portal modules will be free as part of the offer, ProActive recommends some specific training in how to use the Portal for specific modules. Contact ProActive for further information.

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