

ITIL

essentials

This
Course is
ITIL V3

Three Day Foundation Certificate Course
in IT Service Management

- ✓ Service Management as a Practice
- ✓ The Service Lifecycle
- ✓ Service Strategy
- ✓ Service Design
- ✓ Service Transition
- ✓ Service Operation
- ✓ Continual Service Improvement
- ✓ Technology and Architecture
- ✓ Related Standards and Frameworks
- ✓ ITIL Simulation
- ✓ Implementing ITIL

ITIL V3 Foundation

CITREP Endorsed

Terms & Conditions apply

Singapore

25-27 June 2008

21-23 July 2008

20-22 August 2008

24-26 September 2008

22-24 October 2008

19-21 November 2008

10-12 December 2008



The ITIL Service Management Essentials (Foundation Level) course is a certification course based on the IT Infrastructure Library. The focus is on an integrated approach to IT Service Management through cross-departmental processes and implementation of effective communication channels. Attendees learn a common vocabulary and a shared understanding IT Service Management best practice.

Learning Outcomes

The aim of this course is for each participant to be able to:

- Use the ITIL terminology
- Understand the characteristics of a best practice Service Desk
- Identify the sub-activities for each best practice process
- Understand how ITIL processes relate to the roles and responsibilities in an IT department
- Understand the issues of implementing ITIL processes into an organisation and creating a cycle of continuous improvement

Who Should Attend

The ITIL Essentials course is appropriate for all IT staff, but more specifically people in the following roles should attend:

- IT Manager
- CIO
- IT Line Managers
- Process stakeholders
- Service Delivery Managers
- Participants wishing to progress to the ITIL Service Manager Masters Certification

What is ITIL

The Information Technology Infrastructure Library (ITIL) is a best practice IT Service Management process framework developed by the Office of Government Commerce (OGC) within the UK government. It has been developed in collaboration with leading industry experts, consultants and practitioners over the last 15 years. Since its launch, ITIL has been widely accepted throughout the world as the de facto standard for best practice in IT Service Management.

For more information on ITIL please refer to www.ogc.gov.uk.

Learning Method

This course is instructor led with limited class size. Participants undertake practical activities to ensure understanding of concepts and terminology.

Exclusive ITIL Simulation

A special feature of this course is the ITIL Simulation session exclusively developed by Lucid IT. This session provides additional knowledge and experience in the management issues of running an IT organisation and the implementation of ITIL.

Course Instructor

This course is presented by PDA in association with Lucid IT, a leading provider of professional services in IT Service Management and the region's most experienced practitioner of ITIL. Lucid IT brings to bear a practical, holistic approach towards process implementation with a strong focus on the delivery of results and using best practices such as ITIL. For individual instructor biography please visit our website www.pdatrain.com.sg.

In-House Training

This course is available for private presentation, either on your own premises or "off-site". Please email PDA at learn@pdatrain.com.sg for a quotation.

On-Line Learning

The ITIL Foundation Certificate course is now also available online. E-learning can offer a good solution if you are in a remote area or have a high volume training requirement. For further information please email learn@pdatrain.com.sg

1 Introduction

- History of ITIL
- ITIL Qualification scheme

2 Service Management as a Practice

- Service
- Service Management
- Processes
- Roles
- Organisation

3 The Service Lifecycle

- The Structure, Scope, Components and Interfaces of the ITIL Library
- ITIL Service Life cycle

4 Service Strategy

- Service Models
- Service Portfolio Management
- Demand Management
- Financial Management
- Return on Investment

5 Service Design

- Service Catalogue Management
- Service Level Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management
- Supplier Management

6 Service Transition

- Change Management
- Service Asset and Configuration Management (SACM)
- Release and Deployment Management
- Service Knowledge Management

7 Service Operation

- Incident Management
- Event Management
- Request Fulfilment
- Problem Management
- Access Management

8 Continual Service Improvement

- The Continual Service Improvement Model
- IT Governance across the Service Lifecycle

9 Technology and Architecture

- Generic requirements for an integrated set of Service Management Technology
- Understand how Service Automation assists with integrating Service Management processes

10 Related Standards and Frameworks

- ISO/IEC 20000
- ISO 27000
- ISO 9000
- ISO 19770
- ISO 15504
- SixSigma
- COBIT
- CMMI

11 ITIL Simulation

- The simulation puts course participants in the shoes of an organisation doing its best to maximise revenue through day-to-day operations
- Experience how to improve (ITIL) processes so as to achieve business goals
- Demonstrate improvements through a balanced approach encompassing people, process and technology

12 Implementing ITIL

- Implementation tips and tricks
- Business case and KPIs
- Aligning People, Process, Technology and Organisational requirements

Examination

The ITIL Foundation Certificate is an internationally-recognised qualification and is a pre-requisite for further qualifications in ITIL. The exam is set by EXIN, the international Examination Institute for Information Science. It comprises a 60-minute 40 question multiple choice examination and is held on the last day of the course.

IT Service Manager Masters Course

The ITIL Masters Program is designed for anyone who wants to ensure that they master best practice in IT Service Management. The program comprises 4 modules over 12 days of intensive training and provides an in-depth understanding of the 12 key ITIL processes as well as a thorough analysis of ITIL in a business context. The course culminates in two exams for the Manager's Certificate in IT Service Management, the premium service management qualification in the world today.

ITIL Version 3

The much anticipated ITIL V3 was released to the IT Service Management community on 30 May 2007. Whilst ITIL's history goes back some 20 years, this newest version is perhaps more significant than the previous because of the global uptake of ITIL over the past 5 years since the release of the ITIL V2 IT Service Support and Delivery books.

PDA offers ITIL Foundation Certificate courses for both ITIL V2 and V3. This course is V3. If you require V2 training please contact PDA.

ITIL Education Program

PDA offers a comprehensive training program in ITIL at all levels – Foundation, Practitioner and Masters. Our courses are taught by leading practitioners with extensive “real world” experience. You don't get just the theory.

ITIL Essentials

This 3-day 'flagship' course is the ideal starting point for anyone interested in ITIL. It provides a comprehensive insight into all ITIL processes and leads to the Foundation Certificate in IT Service Management

ITIL V3 Foundation Bridging Course

One-day course provides a solid understanding of ITIL V3, where it differs from ITIL V2, and more importantly what ITIL V3 has to offer your organisation. The course prepares you for the Foundation Bridging Exam.

IT Service Manager Masters Course

This program comprises 4 modules over 12 intensive days and is designed to ensure that participants truly master ITIL. It leads to the Manager's Certificate in IT Service Management, the premium service management qualification in the world today.

ITIL Practitioner: Release and Control

Five-day course replaces the independent Change Management, Release Management and Configuration Management Practitioner Courses. You will learn how to implement, manage and optimise the CRC processes in an organisation through interactive classroom training.

ITIL Practitioner: Support and Restore

Five-day course replaces the independent Service Desk/Incident Management and Problem Management Practitioner Courses. You will learn how to implement, manage and optimise the SIP processes in an organisation through interactive classroom training.

ITIL Practitioner: Agree and Define

Five-day course replaces the independent Service Level Management and Financial Management Practitioner Courses. You will learn how to implement, manage and optimise the Agree and Define processes in an organisation through interactive classroom training.

ITIL Practitioner: Plan and Improve

Five-day course replaces the independent Availability, Capacity and IT Service Continuity Management Practitioner Courses. You will learn how to implement, manage and optimise the Plan and Improve processes in an organisation through interactive classroom training.

For more information please contact PDA
learn@pdatrain.com.sg

HOW TO REGISTER

-  Register Online
www.pdatrain.com.sg
-  Send your details by email
learn@pdatrain.com.sg
-  Fax the Enrolment Form below to:
Fax: 6227 2885
From any other country 65 6227 2885
-  Any queries please call Customer Service
Tel: 6227 2883
From any other country 65 6227 2883
-  Post the completed Enrolment Form to:
PDA Professional Development Associates Pte Ltd
 Penthouse Level, Suntec Tower Three,
 8 Temasek Boulevard, Singapore 038988

COURSE DETAILS

FEES: (per delegate)	S\$
ITIL Foundation Course (3 days)	1720 +GST
ITIL Foundation Certificate Exam	230 +GST
ITIL Foundation Course + Exam	1950 +GST

VENUE: Grand Hyatt Hotel, 10-12 Scotts Road, Singapore

COURSE INFORMATION: The course is held from 9.00am to 5.00pm with registration from 8.30am on the first day. Upon enrolment you will be sent a confirmation letter giving full details.

TERMS: The course is of limited class size. To ensure admission, fees must be paid in advance or else an official Purchase Order Number must be supplied. Fees include tuition, lunch, coffee breaks and all course materials. An invoice will be forwarded to you upon receipt of enrolment.

CANCELLATIONS: Cancellations will be accepted up to 5 working days before the course. After that time no refunds can be given but substitutions can be sent at any time.

CITREP: Critical Infocomm Technology Resource Programme is a training incentive programme to equip Singapore infocomm professionals with critical and emerging skills, thus enabling them to enhance their employability and to improve their organisation's competitive advantage. Singaporeans and Singapore Permanent Residents may seek funding support under company or self sponsorships. For more details on CITREP and the eligibility criteria, please visit the IDA Website (<http://www.ida.gov.sg/Programmes/20060419151233.aspx>) or email PDA at learn@pdatrain.com.sg.

ENROLMENT FORM

- ITIL Essentials



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