

ITIL

Practitioner

Agree and Define

IT Service Management Practitioner
- Agree and Define

**CITREP
Endorsed**

Terms & Conditions apply

New "Cluster" Certificate combining:

- ✓ Service Level Management
- ✓ Financial Management

This new ITIL Practitioner Certificate is one of three "Cluster" certificates specially designed to meet the current needs of IT service management professionals and practitioners. The previously separate Practitioner Certifications in Service Level Management and Financial Management have been combined into the one qualification collectively named Agree and Define.

In this 5-day course learn how to implement, manage and optimise the Agree and Define processes in your organisation by optimising the quality of services provided by IT organisations by responding to customer requirements in a cost justifiable manner.

ITIL Practitioner – The Next Step for ITIL Professionals

Singapore

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PDA is a member of the ALC Group

ITIL Practitioner

Service Level Management and Financial Management

This 5 day practitioner course focuses on the implementation and management of the processes and functions involved in providing cost justifiable IT services that are aligned with the Customers needs.

This course particularly focuses on Service Level Management and Financial Management. It is aimed at optimising the quality of services provided by IT organisations by responding to customer requirements in a cost justifiable manner.

Course work is completed in one five-day session during which participants will learn how to effectively implement, manage and optimise the Agree and Define processes in an organisation through interactive classroom training. Participants will be prepared to sit the associated EXIN certification examination.

Learning Outcomes

At the end of this course, you will be able to:

- Understand the ITIL model sufficiently to be able to develop, implement and manage an Integrated Service Level Agreement and Financial Management process.
- Understand the practical aspects of creating a Service Catalogue, create and manage Service Level Agreements, Operational Level Agreements and Underpinning Contracts in order to meet customer expectations. At the same time Financial Management tracks budgets and service costs and if necessary charges to enable cost justifiable business decisions relating to the business requirements.
- Take and pass the exam for the Practitioner's Certificate in Agree and Define.

Who Should Attend

This course is designed for ITIL Process Practitioners, ITIL Process Owners and any IT professionals who will participate in the managing, organising and optimising of one or more of the covered processes in their organisation.

Learning Method

This course is conducted as an instructor-led workshop and includes a combination of lectures and exercises. All the exercises make use of a case study to give the opportunity to implement ITIL and to improve IT Service Management within a 'real organisation'. Due to the practical nature of the practitioner roles, this course has a balance of 40% theory and 60% exercises to ensure concepts are understood precisely.

Pre-requisites

- The ITIL Foundation Certificate.

Course Instructor

Lucid IT

This course is presented by PDA in association with Lucid IT Pty Ltd, well known as a leading provider of professional management, consulting and educational 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 using best practices such as ITIL, MOF, Prince2, Kotter and Balanced Scorecard.

In-House Training

This and other PDA courses are available for private presentation, either on your own premises or "off-site". There are many advantages to in-house training. Please contact PDA for a quotation and to discuss your requirements. Telephone 6227 2883 or email learn@pdatrains.com.sg

ITIL Practitioner – The Next Step For ITIL Professionals

The new ITIL "Cluster" Practitioner Certificates represent an important step for anyone serious about ITIL. Until now the choices have been very limited. Past the entry-level Foundation Certificate you could do individual Practitioner Certificates - there are at least 10 of them, a cumbersome and unattractive option. Or else you could take on the ITIL Manager's Certificate - a heavyweight qualification too daunting for most, with 11 days of training and six hours of written exams.

The new "Cluster" Practitioner Certificates provide an ideal "in between" solution for many ITIL professionals. By grouping individual Practitioner modules according to functionality they provide Certifications that are both relevant and substantial. Training is completed in 5 days, which includes a 2-hour multiple-choice exam. For more details about ITIL "Cluster" Practitioner please email learn@pdatrains.com.sg

ITIL Practitioner

Agree and Define

Course Contents

1 Introduction to ITIL Agree and Define

- Overview of ITIL framework
- High level Agree and Define process relationships
- Goals and Benefits

2 Service Level Management

- Service Level Management activities
- Developing a Service Catalogue
- How to set up Service Level Agreements
- Vendor Management
- Measuring and reporting on service achievements
- Service Improvement Plan
- Implementing Service Level Management

3 Financial Management

- Financial Management activities
- Budgeting and Accounting for IT Services
- Charging for services to customers
- Relationship with Service Level Management
- Optimising the Financial Management process
- Best Practice Implementation of Financial Management

4 Implementation of Agree and Define

- Creating a business case
- Implementation framework

5 Process Maintenance and Improvement

- Process optimisation approach
- Monitor and optimize
- Plan and conduct audits
- Process governance

6 Other Standards

- ISO 20000
- AS8015
- AS8018
- CobiT 4.0

7 Agree and Define Simulations

- Practice managing and organising the process in a simulated environment
- Practice optimising the processes in a simulated environment
- Understanding of interfaces and relationships between the processes
- Understanding of the information flows between the processes

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.

Examination

The *Practitioner Certificate in IT Service Management – Agree and Define* is awarded to those who have successfully completed this course and achieved a score of 65% or better on the two-hour multiple choice examination based on a case study presented during the course.

EXIN

EXIN is an independent globally-recognised institute dedicated to defining educational standards and developing and organising examinations in all major areas of Information Technology. EXIN is well-known for its ITIL certificates in IT Service Management and plays an important role in the development of international qualification standards. EXIN offers true objectivity because it does not conduct courses itself and is not affiliated with any organisation that does. For more information refer www.exin-exams.com

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 the 11 most important IT Service Support and Delivery processes and leads to the Foundation Certificate in IT Service Management.

ITIL Executive Overview

This one-day course shows how a vision for IT Service Management can be developed and how ITIL can facilitate IT-Business alignment. Available on an in-house basis only.

Implementing ITIL

Two-day course for those who have learned about ITIL and now need to implement ITIL in their organisation. The course answers the countless questions people have asked and issues they have faced when embarking on an ITIL implementation.

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.

For more information on ITIL refer to www.pdatrain.com.sg or www.ogc.gov.uk

HOW TO REGISTER

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

COURSE INFORMATION

FEES and DATES:

ITIL Practitioner Course + Exam \$ (per delegate)
3570 + gst

VENUE: The course will be held at a high quality centrally-located hotel. Full details will be on your confirmation letter and can also be found on our website.

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 Practitioner: Agree and Define



PDA Professional Development Associates Pte Ltd is a member of the ALC Group (www.alc-group.com), providing independent, leading-edge training in IT and management for business and government in Singapore, Malaysia, Hong Kong, Indonesia, Australia and New Zealand.

	NAME	POSITION	DATE
1	Mr/Mrs/Miss/Ms		
	Email		
2	Mr/Mrs/Miss/Ms		
	Email		

CITREP07/MR/08-01/069

TRACK CODE: A B C D R

Organisation: _____

Address: _____

Postcode: _____ Phone: () _____ Fax: () _____

1. Cheque payable to PDA Professional Development Associates Pte Ltd 2. Purchase Order No.: _____

Person Making Booking:	Mr/Mrs/Miss/Ms	Send Invoice To:	Mr/Mrs/Miss/Ms
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	Email		Email