

ITIL

Practitioner

Plan and Improve

New "Cluster" Certificate combining:

- ✓ Availability Management
- ✓ Capacity Management
- ✓ IT Service Continuity 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 Availability, Capacity and ITSC management. It is aimed at optimising the quality and availability of services provided by IT organisations by responding to current and future stated business needs in a cost justifiable manner.

Course work is completed over five days during which participants will learn how to effectively implement, manage and optimise the Plan and Improve processes in an organisation through interactive classroom training. Participants will be prepared to sit the associated EXIN certification examination.

Comprehensive ITIL Certification Training

Please refer to
our website for
current dates



PDA is a member of the ALC Group

ITIL Practitioner

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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 set of Availability, Capacity and ITSC management processes.
- Understand the practical aspects of Availability and Capacity management using appropriate techniques and methodologies to determine the cause service outages. Create Availability management and Capacity management plans and organise and plan for high impact business outages that are deemed to be of high risk to your organisation.
- Take and pass the exam for the Practitioner's Certificate 'Plan and Improve'.

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 upon areas of IT Service Management within a 'real organisation'. Due to the practical nature of the practitioner roles, this course has a balance of 50% theory and 50% exercises to ensure concepts are understood precisely.

Pre-requisites

- The ITIL Foundation Certificate.

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@pdatraining.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@pdatraining.com.sg

ITIL Practitioner

Plan and Improve

Course Contents

1 Introduction to ITIL Plan and Improve

- Overview of ITIL framework
- High level Plan and Improve process relationships
- Goals and Benefits

2 Availability Management

- Availability Management activities
- Terms, Techniques and Methodologies
- How to develop an Availability Management Plan
- Measuring and reporting on service achievements
- How availability Management extends to a Service Improvement Plan
- Implementing Availability Management

3 Capacity Management

- Capacity Management activities
- How to develop a Capacity Management Plan
- Relationship with key ITSM processes
- Optimising the Capacity Management process
- Implementation of Capacity Management

4 IT Service Continuity Management

- The four stages of ITSCM
- How to generate ITSCM working groups
- How to uncover business risks
- Creation of appropriate ITSCM plans
- Management of ITSCM plans as part of day to day operations
- Implementation of ITSCM

5 Implementation of Plan and Improve Processes

- Creating a business case
- The Implementation framework

6 Process Maintenance and Improvement

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

7 Other Standards

- ISO 20000
- AS8015
- AS8018
- CobiT 4.0

8 Plan and Improve 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 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

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 DETAILS

FEES: (per delegate) **S\$ 3660 + GST**
 ITIL Practitioner Course + Exam
 Refer to Website Schedule for current dates.

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.

ENROLMENT FORM - ITIL Practitioner: Plan and Improve



A Member of
The ALC Group

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.

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2	Mr/Mrs/Miss/Ms	
	Position	
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