

NEW

Learn from leading experienced ITIL Practitioners

# IMPLEMENTING ITIL

This powerful 2-day course has been designed for anyone who has learned about ITIL and now needs to fully understand how best to implement ITIL in their organisation. Based on extensive practical experience in many different sectors of business and government, the course answers the countless questions people have asked and issues they have faced when embarking on an ITIL implementation.

The course covers three critical areas:

- How to plan for IT Service Management in your organisation.
- How to implement IT Service Management in your organisation.
- How to maintain and improve IT Service Management in your organisation



[www.pdatrain.com.sg](http://www.pdatrain.com.sg)

SINGAPORE

Refer Website for Current Dates

**You know what ITIL (the IT Infrastructure Library) is all about and what the benefits are, now you want to successfully implement it and use it in your organisation.**

***The PDA's course on ITIL Implementation is just what you need.***

This course has been specifically designed to answer the countless questions people have asked and issues they have faced when embarking on an ITIL implementation.

The course provides a practical insight on 'how' to implement ITIL and improve IT Service Management within your organisation. It guides you through key ITIL implementation aspects from developing your roadmap through to designing the processes and setting up a continuous improvement program. It brings together significant knowledge gained from the implementation of IT Service Management in a diverse range of business sectors, providing clear advice and practical examples throughout.

## What You Will Learn

The course is designed to enable organisations to develop 'in-house' capabilities to effectively plan and implement IT Service Management. You will learn:

- **How to plan** an improvement program for IT Service Management in your organisation
  - Define the project and develop the roadmap; what are you going to deliver
  - Writing a business case; what are the project benefits and what is the Return on Investment
  - Managing organisational change; how to become a change leader
- **How to implement** IT Service Management in your organisation
  - Define the project approach; reengineering people, process, technology and management
  - Planning to implement ITIL; detailed planning of the project
  - Recognise and deal with organisational change issues encountered when working with process implementations
  - Design an organisational structure to support the management and use of IT Service Management processes

- **How to maintain and improve** IT Service Management in your organisation
  - Manage the ongoing operation of an IT Services organisation
  - Create a cycle of continuous improvement
- Experience in the practical application of IT Service Management

## Who Should Attend

This course is aimed at managers, consultants and staff in IT Service Management, especially those who are involved in improving and optimising IT Service Management environments or advising on ITIL.

## 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".

## Pre-Requisites

It is a pre-requisite that participants have knowledge of ITIL comparable to ITIL Foundation Certificate level. If you have not as yet attained this level of ITIL knowledge please contact PDA for suitable dates for our course ITIL Essentials.

## In-House

All PDA courses are available for private "in house" presentation. Please contact PDA for a quotation or to discuss your requirements. Telephone 6227 2883 or email [seminars@pdatraining.com.sg](mailto:seminars@pdatraining.com.sg)

## COURSE CONTENT

### A. Plan

1. Overview of the basic concepts of IT Service Management and organisational change
2. High level IT Service Management Project Overview
  - Establishing a shared IT Service Management vision
  - Assessment of current maturity/capability for people, processes and technology
  - Using the Assessment Maturity/Capability Model
  - Development of an IT Service Management Roadmap
  - Critical Success Factors
3. Developing a "Winning" Business Case
  - Business case components
  - Typical Benefits of an IT Service Management project
4. Cultural and Organisational Change Issues
  - The key principles of organisational change
  - Why it is important
  - Service culture barriers
  - Management versus Leadership
  - Core qualities of an IT Service Manager
  - Dealing with resistance

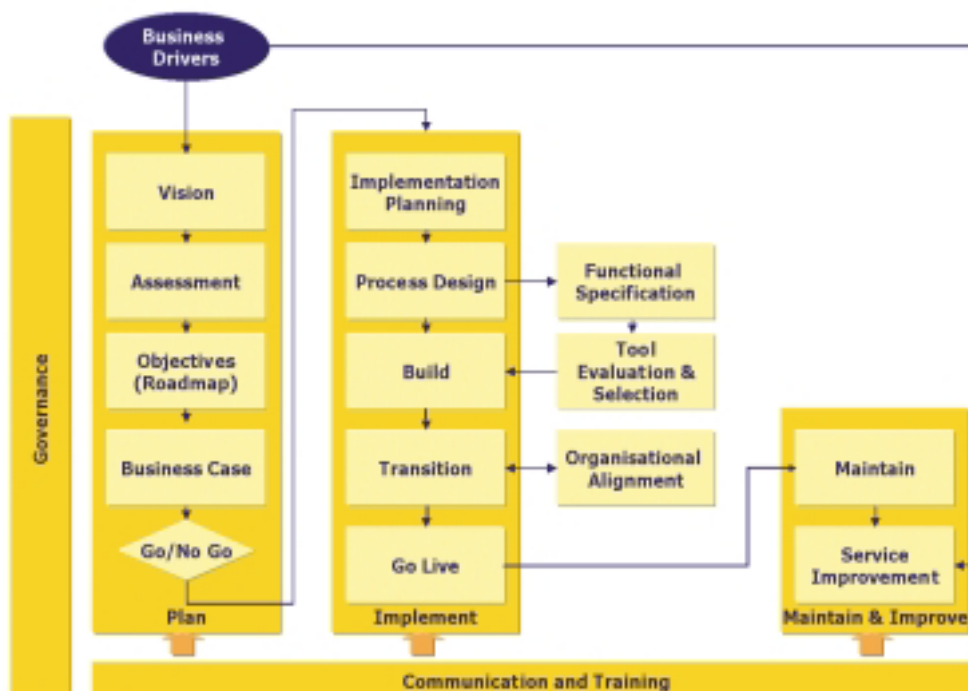
### B. Implement

1. Define the Project Approach
  - Implementation framework
  - Process reengineering
  - Organisational alignment
2. Implementation Planning
  - Setting up the project structure
  - Process design
  - Tool evaluation and selection
  - Five key steps to implement a process
3. Executing the Project
  - Leadership and governance
  - Success factors
4. Organisational Alignment
  - IT Service Management organisation
  - Processes and departments
  - Process ownership
  - ARCI Matrix

### C. Maintain and Improve

1. Manage the ongoing operation of the IT Services organisation
2. Creating a cycle of continuous improvement
3. How to develop a Service Improvement Program

## THE ITIL IMPLEMENTATION FRAMEWORK



# ITIL Training Program

PDA offers a comprehensive ITIL training program comprising:

## 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*.

## 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 Executive Overview

This one-day course is designed to provide a high level perspective on ITIL. Available on an in-house basis only, the course shows how a vision for IT Service Management can be developed and how ITIL can facilitate IT-Business alignment.

## Implementing ITIL

This two-day course is designed for anyone who has learned about ITIL and now needs 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.

### Course Presenter

This course is presented by PDA Professional Development Associates in association with Lucid IT, 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 and improvement services, with a strong focus on the delivery of results and using best practices such as ITIL. For individual instructor biography please refer to our website or else contact PDA.

## HOW TO REGISTER

1.  Register Online  
**www.pdatrain.com.sg**
2.  Send your details by email  
**seminars@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)

Implementing ITIL

**S\$**

**1350 + GST**

Please contact PDA for discounts if you attend both Implementing ITIL and ITIL Essentials

**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.

## ENROLMENT FORM

- Implementing ITIL



PDA Professional Development Associates is an independent international company dedicated to the provision of top quality training for business & government. PDA's only activity is training. It has no affiliations with any vendor of hardware or software and is therefore able to provide totally unbiased education.

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

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.: \_\_\_\_\_

<b>Person Making Booking:</b>	Mr/Mrs/Miss/Ms	<b>Send Invoice To:</b>	Mr/Mrs/Miss/Ms
	Position		Position
	Email		Email