

ITIL

Practitioner

Release and Control

New "Cluster" Certificate combining:

- ✓ Change Management
- ✓ Release Management
- ✓ Configuration Management

This new ITIL Practitioner Certificate is one of two "Cluster" certificates specially designed to meet the current needs of IT service management professionals and practitioners. The previously separate Practitioner Certifications in Change Management, Release Management and Configuration Management have been combined into the one qualification collectively named Release and Control.

In this 5-day course learn how to implement, manage and optimise the CRC processes in your organisation by responding to the need for changes in a controlled and time-effective manner, while also keeping information about the infrastructure up-to-date and relevant.

Leads to the ITIL Practitioner Certificate: Release and Control

**Refer to
Website Schedule
for Current Dates**

IT Service Management Practitioner
- Release and Control

**CITREP
Endorsed**

Terms & Conditions apply



ITIL Practitioner

Change, Release & Configuration Management

This practitioner course focuses on the implementation and management of the processes and functions involved in achieving control and stability within an IT infrastructure.

These include effective Change and Release Management processes, complemented by an effective Configuration Management process. It is aimed at optimising quality of service by responding to the need for changes in a controlled and time-effective manner, while also keeping information about the infrastructure up-to-date and relevant.

Course work is completed in one five-day session during which participants will learn how to effectively implement, manage and optimise the Release and Control 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 Change and Release Management framework, using Configuration Management as a critical component.
- Understand best practices for requesting, assessing, approving and deploying changes to IT services, and be able to relate how these processes contribute to an increase in functionality and quality of IT services.
- Take and pass the exam for the Practitioner's Certificate in Release and Control.

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 katherine@pdatraining.com.sg

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 instructor lead with limited class size. 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.
- Before taking the Practitioner examination the candidate must have attended accredited training and successfully completed the practical assignments.

Background

ITIL certification is offered at three levels: Foundation, Practitioner and Manager. Until recently nine individual Practitioner Certificates have been available, corresponding to the nine key ITIL functions. While the Foundation and Manager certifications have achieved worldwide acceptance, this has not been the case with Practitioner where the multiplicity of certifications has proven to be cumbersome and not reflecting real-world business needs. The view that has gained increasing momentum throughout the ITIL community worldwide is that Practitioner processes should be grouped by functionality. In response, the EXIN certification body has introduced two "cluster" Practitioner certificates to better meet the needs of ITIL professionals and practitioners. The first – *Release and Control* – combines Change, Release and Configuration Management processes. The second – *Support and Restore* – covers Service Desk, Incident and Problem Management. The cluster approach is used and accepted by the ITIL Certification Management Board of which itSMF International, OGC (the developers of ITIL) and EXIN are members.

Course Contents

1 Introduction to ITIL Release and Control

- Overview of ITIL framework
- High level Release and Control process relationships – Why, What, How
- Benefits

2 Change Management

- Change cycle
- Change Management process activities
- Process Performance Indicators
- The Change Advisory Board Meeting
- Change and Project Management
- Optimising the Change Management process
- Change Management Tools and Tool requirements
- Best Practice Implementation of Change Management

3 Configuration Management

- Setting up the Configuration Management Database
- Configuration Management process activities
- Setting up a Configuration Plan
- License Control
- Reporting
- Process relationships & Communication framework
- Optimising the Configuration Management process
- Tool specification for Configuration Management
- Best Practice Implementation of Configuration Management

4 Release Management

- Release methods
- Process inputs and outputs
- Release Management activities
- Defining a Release policy
- Release and Change Management
- Roles and Responsibilities
- Relationship with Application Management
- Release Management implementation guidelines

5 Implementation of Release and Control

- Implementation framework
- Creating a business case

6 Process Maintenance and Improvement

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

7 Other Standards

- AS8015, AS8018, Six Sigma

8 Release and Control Simulation

- 15 days of the Release and Control in a simulated environment
- Practice managing and organising the process in simulated environment
- Practice optimising the processes in a simulated environment
- Understanding of interfaces and relationships between the processes
- Understanding of the information flows between 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 – Release & Control* 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 Practitioner: Release and Control

Five-day certificate course replaces the independent Change, Release 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 certificate 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.

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 Executive Overview

One-day course designed to provide a high level perspective on ITIL. Available on an inhouse basis only.

For more information please contact Katherine Ryman
katherine@pdatrain.com.sg

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) **S\$ 3570 +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.

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: Release and Control



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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