

ITIL V3 Capability

Got Your ITIL Foundation? Time to Take the Next Step?

- Advance your career and add value to your organisation
- Gain credits towards ITIL expert
- Find out how ITIL can significantly reduce maintenance and operation costs
- Find out how to ensure that delivery of services is on time and on budget

1

Operational Support & Analysis

For Operational Managers - Service Desk Managers, Facilities Managers, Head of Operations

2

Release, Control & Validation

For Change Managers, Configuration Managers and Release Managers

3

Planning, Protection & Optimisation

For Service Design specialists, technical and application teams

4

Service Offerings & Agreements

For Account Managers, Service Owners and Service Level Managers

Please refer to our website for current dates

ITIL Expert

Each Capability Certificate earns 4 points towards the ITIL Expert Certification

Supported by:

citrep
EXPANDED

Terms & Conditions apply.
See back page.



PDA is a member of the ALC Group

ITIL V3 Capability

5 days

Operational Support & Analysis

This course focuses on the implementation and management of the processes and function involved in providing users support and increasing IT infrastructure stability. These include effective Event Management, Incident Management, Request Fulfilment, Problem Management, and Access Management Processes, complemented by effective Technical Management, IT Operations Management, Application Management and Service Desk Functions. It is aimed at optimising the quality of service by responding to customer issues and requests in a controlled and time-effective manner, while also preventing reoccurrence of faults in the IT infrastructure.

1. Introduction to ITIL Operational Support and Analysis
2. Event Management and how it contributes to Service Operation and Analysis
3. Incident Management and how it contributes to Service Operation and Analysis
4. Request Fulfilment and how it contributes to Service Operation and Analysis
5. Problem Management and how it contributes to Service Operation and Analysis
6. Access Management and how it contributes to Service Operation and Analysis
7. Service Desk and how it contributes to Service Operation and Analysis
8. Service Operation Functions of Technical Management, IT Operations Management, and Applications Management
9. Technology and Implementation considerations and features that are related to Service Operation and Analysis practices
10. Operational Support and Analysis Simulation

ITIL V3 Expert Roadmap

Confused by the new ITIL v3 and all the options? Want to become an ITIL Expert? Email now for our ITIL v3 Roadmap learn@pdatrain.com.sg

ITIL V3 Capability

5 days

Release, Control & Validation

This 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 Management, Service Release and Deployment Management, Service Validation and Testing, Service Asset and Configuration Management, Knowledge management, Request Fulfilment and Service Evaluation. It is aimed at optimising the 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.

1. Introduction the importance of Service Capability Stream: Release, Control and Validation (RCV) in the context of the Service Lifecycle.
2. Change management process, its components and deliverables
3. Service Asset and Configuration Management (SACM) its components and deliverables
4. Service Validation and Testing (SVT) process, its components and deliverables
5. Release and Deployment Management (RDM) process, its components and deliverables
6. Request Fulfilment its components and deliverables
7. Service Evaluation process, its components and deliverables
8. Knowledge Management (KM) process, its components and deliverables
9. Service Release, Control and Validation Roles and Responsibilities the key roles / functions responsible for executing each process step
10. Technology and Implementation Considerations and what special technology functions and features are related to Release, Control and Validation practices
11. Release, Control and Validation Simulation

ITIL V3 Capability

Planning, Protection & Optimisation

5 days

This 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 the Capacity, Availability, IT Service Continuity, Information Security and Demand Management processes. 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.

1. Introduction to ITIL Planning, Protection and Optimisation (PPO) concepts and terminology of the Service Lifecycle and the role within the Lifecycle
2. Capacity Management process and how it contributes to Planning, protect and optimisation
3. Availability Management process and how it contributes to Planning, protect and optimisation
4. IT Service Continuity Management process and how it contributes to Planning, protect and optimisation
5. Information Security Management processes and how it contributes to Planning, protect and optimisation
6. Demand Management process and how it contributes to Planning, protect and optimisation
7. Challenges, Critical Success Factors and Risks and how it contributes to Planning, protect and optimisation
8. Planning, Protection and Optimisation Roles and Responsibilities how they contributes to Planning, protect and optimisation
9. Technology and Implementation Considerations and how it contributes to Planning, protect and optimisation
10. Planning, protection and optimisation Simulation

Prerequisite:

Candidates must hold the ITIL V3 Foundation Certificate or the ITIL V2 Foundation Certificate plus a V2-V3 Foundation Bridging Certificate.

ITIL V3 Capability

Service Offerings & Agreements

5 days

This course focuses on the implementation and management of the processes and functions involved in Service Offerings and Agreements. This course particularly focuses on the Service Portfolio Management, Service Catalogue Management, Service Level Management, Demand Management, Supplier Management and Financial Management processes. It is aimed at optimising the quality of services provided by IT organisations by responding to customer requirements in a cost justifiable manner, while also keeping information about the infrastructure up-to-date and relevant.

1. Introduction to the concepts and terminology of the Service Lifecycle and the role of SOA within the Lifecycle
2. Demand Management and how it contributes to Service Offerings and Agreements
3. Service Portfolio and its relationship with the Service Catalogue and Service Pipeline
4. Service Catalogue Management process and how it is integrated with the Service Portfolio
5. Service Level Management process and deliverables
6. Supplier Management process and the interfaces and dependencies of the process
7. Financial Management contribution to the Service Lifecycle and the basic principles of Service Economics
8. Business Relationship Manager
9. Service Offerings and Agreements Roles and Responsibilities
10. Technology and Implementation Considerations as part of implementing service management process capabilities, and what special technology functions and features are related to Service Offerings and Agreements practices.
11. Service Offerings and Agreements Simulation

The Complete ITIL Education Program

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

ITIL V3 Foundation

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

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.

ITIL V3 Capability

The Capability certificate courses are the V3 counterpart to the previous Practitioner certificates and provide a powerful way for ITIL Professionals to advance their knowledge and take the next step. There are four certifications:

- Operational Support & Analysis,
- Service Offerings & Agreements,
- Release, Control & Validation
- Planning, Protection & Optimisation

ITIL V3 Lifecycle

The ITIL Service Lifecycle series replaces the previous Service Support and Service Delivery modules with 5 new modules, each building on the work of the other:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

ITIL V3 Service Manager Bridging

Five-day course provides a solid understanding of ITIL V3 and where it differs from ITIL V2. The course prepares you for the Manager's Bridging Exam. Take this in conjunction with the V2 Service Manager and fasttrack to ITIL Expert status.

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

ENROLMENT FORM - ITIL V3 Capability

COURSE DETAILS

FEES: (per delegate) **S\$ 3570 +GST**
 ITIL V3 Capability + Exam

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.

CITREP EXPANDED FUNDING – CITREP EXPANDED SUPPORTS:
 • Critical & Emerging InfocommSkills @ up to 50% of the course and/or exam fees, capped at \$2500 (course and exam) / \$500 (exam only) per trainee.

Funding support is eligible for Singapore citizens and permanent residents. Valid for courses and examinations commencing on or before 31 March 2013. Terms and conditions apply. Please visit www.ida.gov.sg/citrepfor for full details.

CANCELLATIONS: Cancellations will be accepted up to 10 working days before the course. After that time no refunds can be given but substitutions can be sent at any time.



PDA
A Member of The ALC Group

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	Position			Mobile
	Email			
2	Mr/Mrs/Miss/Ms (as per NRIC)	<input type="checkbox"/> Course + Exam <input type="checkbox"/> Course only	CITREP Sponsorship: <input type="checkbox"/> Company <input type="checkbox"/> Self <input type="checkbox"/> None	
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