

# ITIL

## essentials

This  
Course is  
ITIL V3

Three Day Foundation Certificate Course  
in IT Service Management

- ✓ Service Management as a Practice
- ✓ The Service Lifecycle
- ✓ Service Strategy
- ✓ Service Design
- ✓ Service Transition
- ✓ Service Operation
- ✓ Continual Service Improvement
- ✓ Technology and Architecture
- ✓ Related Standards and Frameworks
- ✓ ITIL Simulation
- ✓ Implementing ITIL

**Hong Kong**

**4-6 August 2008**

**3-5 November 2008**

# ITIL essentials

Three Day Foundation Certificate Course in IT Service Management

course info

The ITIL Service Management Essentials (Foundation Level) course is a certification course based on the IT Infrastructure Library. The focus is on an integrated approach to IT Service Management through cross-departmental processes and implementation of effective communication channels. Attendees learn a common vocabulary and a shared understanding IT Service Management best practice.

## Learning Outcomes

The aim of this course is for each participant to be able to:

- Use the ITIL terminology
- Understand the characteristics of a best practice Service Desk
- Identify the sub-activities for each best practice process
- Understand how ITIL processes relate to the roles and responsibilities in an IT department
- Understand the issues of implementing ITIL processes into an organisation and creating a cycle of continuous improvement

## Who Should Attend

The ITIL Essentials course is appropriate for all IT staff, but more specifically people in the following roles should attend:

- IT Manager
- CIO
- IT Line Managers
- Process stakeholders
- Service Delivery Managers
- Participants wishing to progress to the ITIL Service Manager Masters Certification

## What is ITIL

ITIL is the world-acclaimed standard for best practice in IT Service Management. See back page for more information.

## Learning Method

This course is instructor led with limited class size. Participants undertake practical activities to ensure understanding of concepts and terminology.

## In-House Training

This course is available for private presentation, either on your own premises or "off-site". Please email ALC at [learn@alctraining.com.hk](mailto:learn@alctraining.com.hk) for a quotation.

## 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.

## Course Instructor

This course is presented by ALC in association with Lucid IT, the region's most experienced practitioners of ITIL and PRINCE2. Lucid IT brings to bear a practical, holistic approach towards process implementation with a strong focus on the delivery of results. Lucid is renowned for the quality of its course presentation. For individual instructor biography please email [learn@alctraining.com.hk](mailto:learn@alctraining.com.hk)

## About ALC



ALC Training is a member of the ALC Group ([www.alc-group.com](http://www.alc-group.com)), providing leading-edge training in IT and management for business and government in Australia, Hong Kong, Indonesia, Malaysia, New Zealand and Singapore. ALC has no affiliation with vendors of software or hardware and provides completely independent unbiased training.

## On-Line Learning

The ITIL Foundation Certificate course is now also available online. E-learning can offer a good solution if you are in a remote area or have a high volume training requirement. For further information please email [learn@alctraining.com.hk](mailto:learn@alctraining.com.hk)

### 1 Introduction

- History of ITIL
- ITIL Qualification scheme

### 2 Service Management as a Practice

- Service
- Service Management
- Processes
- Roles
- Organisation

### 3 The Service Lifecycle

- The Structure, Scope, Components and Interfaces of the ITIL Library
- ITIL Service Life cycle

### 4 Service Strategy

- Service Models
- Service Portfolio Management
- Demand Management
- Financial Management
- Return on Investment

### 5 Service Design

- Service Catalogue Management
- Service Level Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management
- Supplier Management

### 6 Service Transition

- Change Management
- Service Asset and Configuration Management (SACM)
- Release and Deployment Management
- Service Knowledge Management

### 7 Service Operation

- Incident Management
- Event Management
- Request Fulfilment
- Problem Management
- Access Management

### 8 Continual Service Improvement

- The Continual Service Improvement Model
- IT Governance across the Service Lifecycle

### 9 Technology and Architecture

- Generic requirements for an integrated set of Service Management Technology
- Understand how Service Automation assists with integrating Service Management processes

### 10 Related Standards and Frameworks

- ISO/IEC 20000
- ISO 27000
- ISO 9000
- ISO 19770
- ISO 15504
- SixSigma
- COBIT
- CMMI

### 11 ITIL Simulation

- The simulation puts course participants in the shoes of an organisation doing its best to maximise revenue through day-to-day operations
- Experience how to improve (ITIL) processes so as to achieve business goals
- Demonstrate improvements through a balanced approach encompassing people, process and technology

### 12 Implementing ITIL

- Implementation tips and tricks
- Business case and KPIs
- Aligning People, Process, Technology and Organisational requirements

#### Examination

The ITIL Foundation Certificate is an internationally-recognised qualification and is a pre-requisite for further qualifications in ITIL. The exam is set by EXIN, the international Examination Institute for Information Science. It comprises a 60-minute 40 question multiple choice examination and is held on the last day of the course.

#### IT Service Manager Masters Course

The ITIL Masters Program is designed for anyone who wants to ensure that they master best practice in IT Service Management. The program comprises 4 modules over 12 days of intensive training and provides an in-depth understanding of the 12 key ITIL processes as well as a thorough analysis of ITIL in a business context. The course culminates in two exams for the Manager's Certificate in IT Service Management, the premium service management qualification in the world today.

#### ITIL Version 3

The much anticipated ITIL V3 was released to the IT Service Management community on 30 May 2007. Whilst ITIL's history goes back some 20 years, this newest version is perhaps more significant than the previous because of the global uptake of ITIL over the past 5 years since the release of the ITIL V2 IT Service Support and Delivery books.

ALC offers ITIL Foundation Certificate courses for both ITIL V2 and V3. This course is V3. If you require V2 training please contact ALC.

# ITIL Education Program

ALC 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 ALC  
[learn@alctraining.com.hk](mailto:learn@alctraining.com.hk)

## HOW TO REGISTER

1.		Register Online <b>www.alctraining.com.hk</b>
2.		Send your details by email <b>learn@alctraining.com.hk</b>
3.		Fax the Enrolment Form below to: <b>Fax: 852-3010 4798</b>
4.		Any queries please call Customer Service <b>Tel: 852-2137 0978</b>
5.		Post the completed Enrolment Form to: <b>ALC Training Ltd</b> 22/F, Hing Yip Commercial Centre 280 Des Voeux Road, Central, Hong Kong

## COURSE DETAILS

**FEES:** (per delegate) **HK\$ 9950**  
 ITIL Essentials Course + Exam

**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 web site.

**COURSE INFORMATION:** The course is held from 9.00am to 5.00pm and registration is from 8.30am. Fees include lunch, refreshments and all course materials.

**TERMS and GUARANTEE:** To ensure your admission to the course, fees are payable in advance. To guarantee your satisfaction we offer a money-back or full credit policy. Details will be on your confirmation letter and our website. Cancellations with full refund will be accepted up to 5 working days before the course. After that time no refunds can be given, but substitutions may be sent at any time.



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## ENROLMENT FORM - ITIL Essentials

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

TRACK CODE: A B C D R

Organisation: \_\_\_\_\_

Address: \_\_\_\_\_


Postcode: \_\_\_\_\_ Phone: ( ) \_\_\_\_\_ Fax: ( ) \_\_\_\_\_

1.  Cheque payable to *ALC Training Ltd*      2.  Purchase Order No.: \_\_\_\_\_

3. Charge to:  Master Card  Visa  Amex  Diners      Cardholder Name: \_\_\_\_\_

Card No.: \_\_\_\_\_

Exp Date: \_\_\_\_ / \_\_\_\_

Signature: 

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