



Agilità

You know why..... We know how

IT Service Management Courseware

January 2006

Agilità



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Agilità

You know why..... We know how

Agilità


Agilità is the world's premier IT enabled service management consulting and training company.

Agilità is Italian for agility and that is exactly what we provide to our clients. We create business **agility**.

We deliver solutions to the entire services organization formulated against executive imperatives.

Our expertise helps executives to sleep at night knowing their services are managed and secure.

Our approach to transformational technology and strategic sourcing excites them with new possibilities to improve the agility within their business.



Alan Nance, [President and Managing Director]

www.agilita-consulting.com

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You know why..... We know how



Achieving leadership through adoption of IT Best Practices

Agilità is a leading provider of training solutions in the area of **IT management and control best practices**. Agilità has partnered with ITpreneurs¹ to provide innovative learning solutions and offer a comprehensive portfolio of Blended, E-learning and Classroom training programs to corporates, governments and individuals worldwide.

Our expertise include:

- IT Service Management (ITIL Best Practices)
- Information Security (BS7799 / ISO17799)
- BS15000 (for IT Service Management)
- IT Governance and Control (CobIT)

Global Customer Base

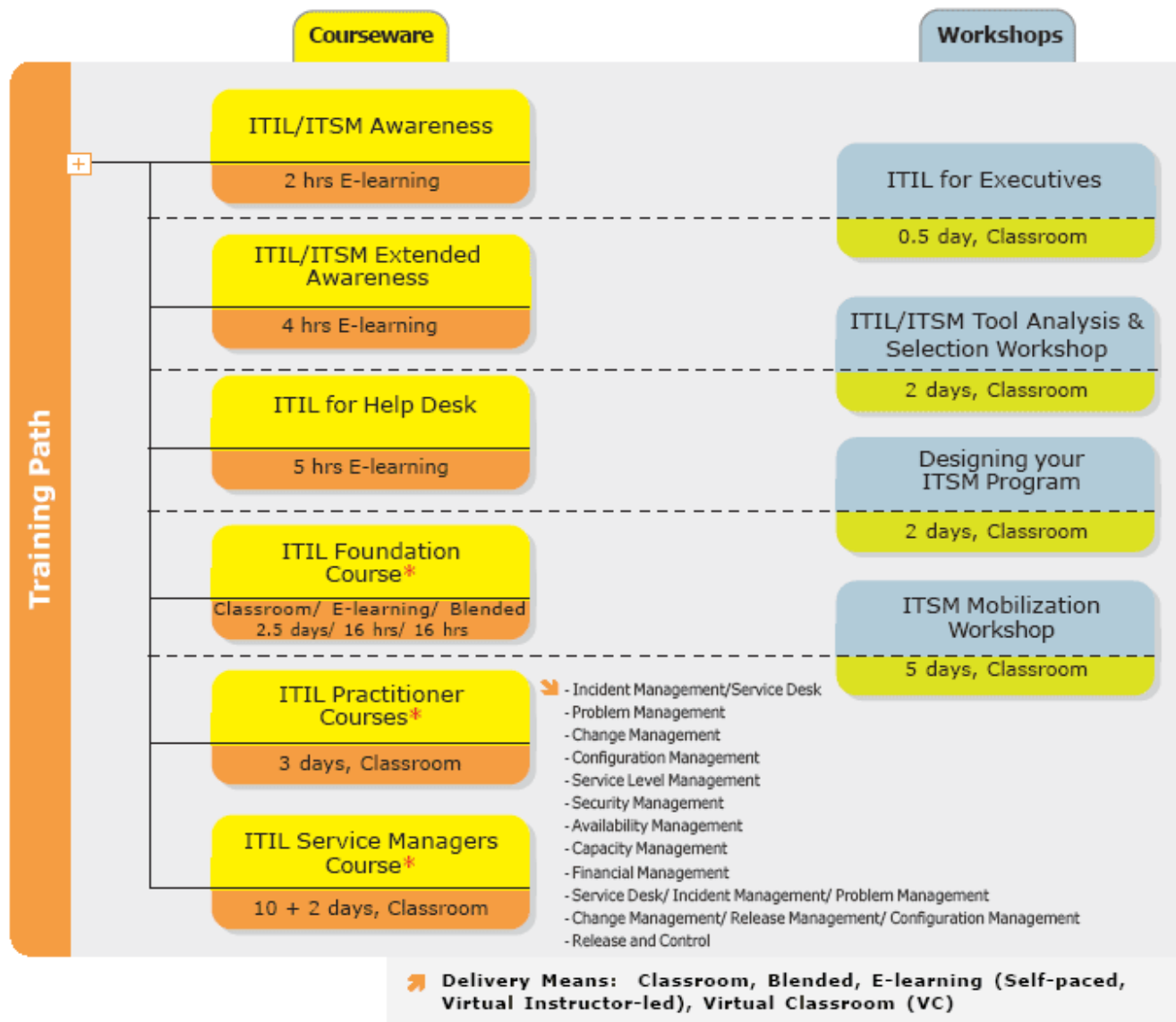
With competitive, cost effective training solutions designed to meet our client's requirements and provide flexibility, it is not surprising that our programs have been adopted by companies around the world. Agilità has won praises from Companies like **Siemens, NEC, Merrill Lynch, Datacraft, Computer Associates, BMC, HP, WIPRO, Capital-One, Hitachi and Time Warner**.

Global Capability

Agilità Instructors are among the most skilled and professional; certified in Service Management and with at least 15+ years of practical experience. Our global presence and flexible training programs makes our value proposition towards international customers very powerful. Agilità offers the most comprehensive portfolio of IT Service Management and Compliance training solutions.



¹ ITpreneurs is the proprietary owner of all Training Material used by Agilità.



ITIL: The Best Practices in IT Service Management

IT Infrastructure Library (or ITIL) is a collection of Best Practices for the management & delivery of IT services and IT infrastructure. Agilità ITIL courses take an intensive IT Process Competence training solutions approach. The courses provide the students with the essentials of the best practices of ITIL processes adopted worldwide. Agilità delivers these courses in a customizable and integrated training program approach to enable a knowledge driven learning process.

To Purchase Courses -

- For e-learning and public courses, go to our online website at: <http://www.itsmcampus.com/agilita>
- For onsite instructor-led courses, email your request to: info@agilita-consulting.com
- For prices, refer to our pricing sheet at the end of this catalog.

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ITIL / ITSM Awareness

Certification :: None

Duration :: 2 Hours

Delivery :: Self Paced E-Learning

Language	Course ID
English	ITL1010

Course Introduction -

The ITIL/ITSM Awareness course is perfectly suited for Managers and non-core IT people who do need an overview of IT Service Management and the role of ITIL within the service management domain.

Course Description -

This course gives you an overview of the key concepts within the IT Infrastructure Library Best Practices. ITIL Best Practices are globally recognized as the preferred way of managing and delivering IT Services in an organization

Audience -

IT Support Staff, IT Consultants, Key Business Users, IT Developers

Learning Objectives -

At the end of this course, you will be able to:

- Identify the need for IT Service Management in your IT organization
- Recall the major processes as covered in the ITIL Best Practices
- Recognize the benefits of ITIL and ITSM for an organization
- Identify the ways in which ITIL can be applied within your organization

Course Organization Logistics -

- Computer (Pentium IV, Internet Explorer 5.x, Cookies enabled, Macromedia Flash Player 6.0, Speakers or a headset, 1024X768 pixel resolution)
- Broadband Internet connection



ITIL / ITSM Extended Awareness

Certification :: None

Duration :: 4 Hours

Course Delivery :: Self Paced E-Learning

Language	Course ID
English	ITL1011

Course Introduction -

Besides introducing ITIL and ITSM, this course also gives an introduction to each of the ITIL processes. The extended awareness course provides you with an overview of the concepts within the ITIL Best practices and also introduces the principles of all the ITIL processes.

Course Description -

This course gives you an overview of the concepts within the ITIL Best Practices and also introduces you to the key ITIL processes. The course also explains how the ITIL processes integrate to provide smooth functioning of organizations and ensure high-quality services to their customers. (Designed for audience not likely to take ITIL Foundation Course)

Audience -

IT Support Staff, IT Consultants, Key Business Users, IT Developers

Learning Objectives -

At the end of this course, you will be able to:

- Identify the need for IT Service Management in your IT organization
- Recognize the benefits of ITIL and ITSM for an organization
- Identify the ways in which ITIL can be applied within your organization
- Recall the major processes as covered in the ITIL Best Practices
- Define the role/purpose of each of the key ITIL processes

Course Organization Logistics -

- Computer (Pentium IV, Internet Explorer 5.x, Cookies enabled, Macromedia Flash Player 6.0, Speakers or a headset, 1024X768 pixel resolution)
- Broadband Internet connection

Course/Student Material -

- ITIL Key Definitions



ITIL for Executives

Certification :: None

Duration :: 1/2 Day

Course Delivery :: Classroom - Instruction, Facilitation and Discussion Oriented

Language	Course ID
English	ITL1012

Course Introduction -

This course is designed for IT Leadership and senior IT managers. It covers the importance of ITIL as a best practices framework for IT departments and organizations in order to help the IT organizations align with business needs and deliver quality and cost effective services to their business counterparts.

Course Description -

Designed for senior IT Managers, this course introduces the ITIL framework and direct and indirect benefits that the organizations can expect achieve through the implementation of ITIL. The course also addresses the issues of Business IT Alignment and Business Case (ROI) for ITIL Implementation.

Audience -

IT Leadership, Senior IT Management

Learning Objectives -

At the end of this course, you will be able to:

- Identify the various ITIL processes that can be implemented in an organization
- Identify the need for IT Service Management in your IT organization
- Recall the major processes as covered in the ITIL Best Practices
- Recognize the benefits of ITIL and ITSM for an organization
- Develop a rough business case for ITIL Implementation
- Recall some case studies of successful ITIL implementations by well known companies

Course Organization Logistics -

- 6- 12 participants
- Projector, white board, flip over



+ ITIL for Help Desk Agents

Certification :: None

Duration :: 5 Hours

Course Delivery :: Self Paced E-Learning

Language	Course ID
English	ITL1013

Course Introduction -

This course is specially designed for help-desk agents and first-level support staff with focus on the Service Desk function, Incident Management, Change Management, Configuration Management and Problem Management processes.

Course Description -

This training is designed to give the IT help-desk and support staff an overview of ITIL and ITSM, and an introduction to the key ITIL processes which directly effect the help-desk staff namely Service Desk function, Incident Management, Change Management, Configuration Management and Problem Management functions.

Audience -

Technical Help Desk staff/Personnel, Help Desk Analysts, Customer Support Staff directly effect the help-desk staff.

Learning Objectives -

At the end of this course, you will be able to:

- Identify the need for IT Service Management in your IT organization
- Recall the major processes as covered in the ITIL Best Practices
- Recognize the benefits of ITIL and ITSM for an organization
- Recall the concepts, objectives, activities, roles, relationships and metrics for Incident Management, Change Management, Configuration Management, Problem Management and Service Desk processes/functions

Course Organization Logistics -

- Computer (Pentium IV, Internet Explorer 5.x, Cookies enabled, Macromedia Flash Player 6.0, Speakers or a headset, 1024X768 pixel resolution)
- Broadband Internet connection

Course/Student Material -

- ITIL Key Definitions



+ ITIL Foundation Course - Self-paced

Certification :: EXIN

Duration :: 16 Hours

Course Delivery :: Self Paced E-Learning

Language	Course ID
English	ITL1014

Course Introduction -

ITIL Foundation Course is an award winning and EXIN accredited course comprising of an integrated case study learning approach and rich dynamic content in an interactive multimedia presentation. The 16 hour long modularized self-paced e-learning course introduces you to the concepts of IT Service Management (ITSM) and how to apply the industry standard IT Infrastructure Library (ITIL) Service Support and Service Delivery principles within an IT services driven organization.

Course Description -

The ITIL Foundation Course combines the advantages of anywhere-anytime convenience and can be accessed from your office or home. The course also provides flexible course tracks that let you learn at your own pace and an integrated case study to enable thorough understanding and retention.

The course is developed in compliance with all the prerequisite training and exam specifications laid down by EXIN and leads you to ITIL Foundation Certification.

Audience -

IT Support Staff, IT Consultants, Key Business Users, IT Developers

Learning Objectives -

At the end of this course, you will be able to:

- Identify the various ITIL processes that can be implemented in an organization
- Identify the benefits of implementing each ITIL process in an organization
- Identify the basic concepts related to each ITIL process
- Identify the activities and roles involved in each process
- Identify the relationship of each ITIL process with other processes
- Identify the factors that affect the effectiveness of each ITIL process

Course Organization Logistics -

- Computer (Pentium IV, Internet Explorer 5.x, Cookies enabled, Macromedia Flash Player 6.0, Speakers or a headset, 1024X768 pixel resolution)
- Broadband Internet connection

Course/Student Material -

- ITIL Foundation Student Material Package



+ ITIL Foundation Course – Virtual Instructor Led

Certification :: EXIN

Duration :: 16 Hours

Course Delivery :: Virtual Classroom / Instructor-led e-learning

Language	Course ID
English	ITL1016

Course Introduction -

The ITIL Foundation Course - Instructor-led provides you with an experience ITIL Certified Trainer to guide you through the course and enable an in-depth understanding of the ITIL concepts through scheduled chats, conference calls and e-mail support.

The ITIL Foundation Course is an award winning and EXIN accredited course comprising of an integrated case study learning approach and rich dynamic content in an interactive multimedia presentation. The 16 hour long modularized e-learning course introduces you to the concepts of IT Service Management (ITSM) and how to apply the industry standard IT Infrastructure Library (ITIL) Service Support and Service Delivery principles within an IT services driven organization.

Course Description -

The ITIL Foundation Instructor-led course provides an experienced ITIL trainer guides you through the course material and prepares you for the certification exam through scheduled conference calls and daily e-mail support. The course also offers flexible course tracks that let you learn at your own pace and an integrated case study to enable thorough understanding and retention.

The course is developed in compliance with all the prerequisite training and exam specifications laid down by EXIN and leads you to ITIL Foundation EXIN Certification.

Audience -

IT Support Staff, IT Consultants, Key Business Users, IT Developers

Learning Objectives -

At the end of this course, you will be able to:

- Identify the various ITIL processes that can be implemented in an organization
- Identify the benefits of implementing each ITIL process in an organization
- Identify the basic concepts related to each ITIL process
- Identify the activities and roles involved in each process
- Identify the relationship of each ITIL process with other processes
- Identify the factors that affect the effectiveness of each ITIL process

Course Organization Logistics -

- 6 to 16 participants (for learner group sessions)
- Pre-agreed learning path (for example 3 days or 4 weeks)
- Participation in prescheduled virtual classroom sessions
- Audio conferencing facility (made available by customer)
- Computer (Pentium IV, Internet Explorer 5.x, Cookies enabled, Macromedia Flash Player 6.0, Speakers or a headset, 1024X768 pixel resolution)
- Broadband Internet connection

Course/Student Material -

- ITIL Foundation Student Material Package
- Copy of visual aids used in the classroom



ITIL Foundation Course with ITIL ALIVE – Instructor Led

Certification :: EXIN

Duration :: 2.5 Days

Course Delivery :: Classroom [In-class e-learning components and Case study]

Language	Course ID
English	ITL1020



Course Introduction -

This course introduces the learners to ITIL, ITSM and the key processes, which are part of the ITIL Best Practices Framework. This course includes a comprehensive case study to enable the learners to "Learn by Doing". Introduced as a new approach to ITIL training, ITpreneurs and Agilità employs a mixture of online and classroom course delivery methods that balance classroom group dynamics and knowledge sharing with a rich interactivity of multimedia session.

Course Description -

The ITIL Foundation course from ITpreneurs allows Agilità to combine the inherent advantages of instructor-led classroom training with the interaction generated through exposing learners to practical and real case study situations continuously throughout the 2.5 days.

The ITIL Alive case study helps learners almost immediately apply the knowledge which they learn during the course in a "virtual" setting. The result is a blended course that results in high knowledge retention and an enhanced learning impact.

This case study driven course leads to ITIL Foundation Certification. This course introduces the concepts of IT Service Management (ITSM) and how to apply the industry standard IT Infrastructure Library (ITIL) Service Support and Service Delivery principles within an IT department/organization.

Audience -

IT Support Staff, IT Consultants, Key Business Users, IT Developers

Learning Objectives -

At the end of this course, you will be able to:

- Identify the various ITIL processes that can be implemented in an organization
- Identify the benefits of implementing each ITIL process in an organization
- Identify the basic concepts related to each ITIL process
- Identify the activities and roles involved in each process
- Identify the relationship of each ITIL process with other processes
- Identify the factors that affect the effectiveness of each ITIL process

Course Organization Logistics -

- Computer (Pentium IV, Internet Explorer 5.x, Cookies enabled, Macromedia Flash Player 6.0, Speakers or a headset, 1024X768 pixel resolution)
- Broadband Internet connection

Course/Student Material -

- ITIL Foundation Student Material Package
- Copy of visual aids used in the classroom



ITIL Foundation Exam Preparation Guide

Certification :: None
Duration :: 2 Hours
Course Delivery :: Self Paced E-Learning

Language	Course ID
English	ITL1025

Course Introduction -

This ultimate exam preparation tool offers you a content refresher tool, a practice question section with diagnostic feedback and a 1-hour simulated exam.

Course Description -

The ITIL Foundation Exam Preparation Guide contains a summary of the ITIL concepts and processes and provides different types of questions and assessments designed to test your learning on the Foundation level certification. The questions are based on the Certification requirements as designed by the ITIL examination body EXIN. The guide aims at providing an insight to the types of questions asked during the ITIL Foundation Certification Examination and finally provides a simulated exam to allow you to test if you are ready for the actual certification examination.

Audience -

IT Support Staff, IT Consultants, Key Business Users, IT Developers

Learning Objectives -

At the end of this course, you will be able to:

- Get acquainted with the questions of the Foundation Certification exam
- Understand how to answer the certification questions
- Evaluate your existing knowledge level and training the gaps that exist

Course Organization Logistics -

- Computer (Pentium IV, Internet Explorer 5.x, Cookies enabled, Macromedia Flash Player 6.0, 1024X768 pixel resolution)
- Broadband Internet connection



Incident Management/Service Desk Practitioner Course

Certification :: EXIN

Duration :: 3 Days

Course Delivery :: Classroom Workshop

Language	Course ID
English	ITL1027

Course Introduction -

This course helps you to understand how to organize an effective help desk aimed at managing customer relations and dealing with incidents. The service desk is an essential part of the communication between users and the IT organization.

Course Description -

The course is assignment based, with a strong emphasis on practical coursework. It is based upon the Office of Government Commerce (OGC's) ITIL book: Best Practice for Service Support. A case study plus a practice exam are used as part of the course.

Pre-requisites -

IT Service Management Foundation certificate, and the delegate should have a minimum of two years practical experience in the field of Incident Management/Service Desk.

Audience -

ITIL Process Practitioners and ITIL Process Owners

Learning Objectives -

At the end of this course, you will be able to:

- Define the requirements and activities of an effective Incident Management process
- Identify areas where a given Incident Management process could be improved
- Identify the requirements of support tools and associated equipment that are required to improve the Service Desk and Incident Management process
- Determine the requirements for and consequences of SLAs, OLAs and Underpinning Contracts (UC) on Service Desk activities
- Describe the requirements of communication at the appropriate level, with both customers and the IT organization
- Define the contents of effective management reports, based on Key Performance Indicators that will be of use to Incident Management, Problem Management and the Service Level Management processes

Course / Student Material -

Each delegate receives a copy of the visual aids used. Also available for reference during the course is the ITIL Service Support book.

Course Organization Logistics -

- 8- 16 participants
- 1 break out room
- Learners need to submit copy of ITIL Foundation Certificate
- Participants should have ITIL Foundation certificate and 2 years of work experience
- Classroom with a horse shoe seating, Beamer projector, white board, flip over



Problem Management Practitioner Course

Certification :: EXIN

Duration :: 3 Days

Course Delivery :: Classroom Workshop

Language	Course ID
English	ITL1028

Course Introduction -

While most IT sites have an incident handling function in place (Service Desk) most organizations today still pay 'lip service' to the Problem Management process – fixing incidents rather than the problem. Organizations need to be guided on a systematic and disciplined approach to managing problems affecting their IT services. For the efficiency and effectiveness of their business it is important that any recurring failure trends are kept to a minimum, identified, diagnosed and controlled.

Course Description -

The course is assignment based, with a strong emphasis on practical coursework. It is based upon the Problem Management chapter of the Office of Government Commerce (OGC's) ITIL book: Best Practice for Service Support. A case study is utilized throughout the course.

Pre-requisites -

IT Service Management Foundation certificate, and the delegate should have at least two years practical experience in the field of Problem Management

Audience -

ITIL Process Practitioners and ITIL Process Owners

Learning Objectives -

By the end of the course you will be able to:

- Explain how Problem Management relates with other Service Support processes
- Understand the reactive and proactive activities involved in Problem Management
- Produce Management Information on Problem Management

Course / Student Material -

Each student receives copies of the visual aids used. Also available for reference during the course is the ITIL Service Support book.

Course Organization Logistics -

- 8- 16 participants
- 1 break out room
- Learners need to submit copy of ITIL Foundation Certificate
- Participants should have ITIL Foundation certificate and 2 years of work experience
- Classroom with a horse shoe seating, Beamer projector, white board, flip over



Change Management Practitioner Course

Certification :: EXIN

Duration :: 3 Days

Course Delivery :: Classroom Workshop

Language	Course ID
English	ITL1029

Course Introduction -

A Change Management system offers a means to control changes and reduce the adverse impact of change related problems. The ability to make changes without errors and/or wrong decisions is crucial to the provision of an efficient IT Service. Change Management provides a mechanism to control and manage the initiation, implementation and review of proposed changes to the operational IT Infrastructure.

Course Description -

The course is assignment based, with a strong emphasis on practical coursework. It is based upon the Change Management section of the Office of Government Commerce (OGC's) ITIL book Best Practice for Service Support. A case study is utilized throughout the course.

Pre-requisites -

IT Service Management Foundation certificate, and the delegate should have at least two years practical experience in the field of Change Management

Audience -

ITIL Process Practitioners and ITIL Process Owners

Learning Objectives -

By the end of the course you will be able to:

- Define the requirements and activities of an effective Change Management process
- Explain how Change Management relates with other Service Support processes
- Define the contents of effective management reports, based on Key Performance Indicators that will be of use to Change, Business and IS Management

Course / Student Material -

Each delegate receives a copy of the visual aids used. Also available for reference during the course is the ITIL Service Support book.

Course Organization Logistics -

- 8- 16 participants
- 1 break out room
- Learners need to submit copy of ITIL Foundation Certificate
- Participants should have ITIL Foundation certificate and 2 years of work experience
- Classroom with a horse shoe seating, Beamer projector, white board, flip over



Configuration Management Practitioner Course

Certification :: EXIN

Duration :: 3 Days

Course Delivery :: Classroom Workshop

Language	Course ID
English	ITL1030

Course Introduction -

Businesses require quality IT services provided economically. To be efficient and effective all organizations need to control their IT infrastructure and services. Configuration management provides a logical model of the infrastructure or a service by identifying, controlling, maintaining and verifying the versions of configuration items in existence.

Course Description -

The course is assignment based, with a strong emphasis on practical coursework. It is based upon the Configuration Management chapter of the Office of Government Commerce (OGC's) ITIL book Best Practice for Service Support. A case study plus a practice exam are used as part of the course.

Pre-requisites -

IT Service Management Foundation certificate, and the delegate should have at least two years practical experience in the field of Configuration Management

Audience -

ITIL Process Practitioners and ITIL Process Owners

Learning Objectives -

At the end of this course, you will be able to:

- Define the requirements and activities of an effective Configuration Management process
- Identify how an existing Configuration Management process can be improved
- Define the contents of the Configuration Management plan
- Describe the needs of the Configuration Management database
- Identify the requirements for coding systems, attributes and naming conventions
- Define the contents of effective management reports, based on KPIs, that will be of use to
- Configuration Management, Service Desk, Problem, Change and Release Management

Course / Student Material -

Each student receives copies of the visual aids used. Also available for reference during the course is the ITIL Service Support book.

Course Organization Logistics -

- 8- 16 participants
- 1 break out room
- Learners need to submit copy of ITIL Foundation Certificate
- Participants should have ITIL Foundation certificate and 2 years of work experience
- Classroom with a horse shoe seating, Beamer projector, white board, flip over



+ Service Level Management Practitioner Course

Certification :: EXIN

Duration :: 3 Days

Course Delivery :: Classroom Workshop

Language	Course ID
English	ITL1031

Course Introduction -

Many IT professionals responsible for managing service levels make the mistake of focusing on a document – Service Level Agreement – and not the process of Service Level Management. Learn what the difference is and how to successfully implement and manage relationships between IT, your 'customers' and your 'suppliers'.

Course Description -

The course is assignment based, with a strong emphasis on practical coursework. It is based upon the Office of Government Commerce (OGC's) ITIL book: Best Practice for Service Delivery. A case study is utilized throughout the course.

Pre-requisites -

IT Service Management Foundation certificate, and the delegate should have at least two years practical experience in the field of Service Level Management.

Audience -

ITIL Process Practitioners and ITIL Process Owners

Learning Objectives -

At the end of this course, you will be able to:

- Learn how to define, structure, negotiate, monitor and review Service Level Agreements
- Understand how Service Level Management fits with other IT Service Management processes
- Be able to prove the benefits of Service Level Management to your organization and its 'added value'

Course / Student Material -

Each student receives copies of the visual aids used. Also available for reference during the course is the ITIL Service Delivery book.

Course Organization Logistics -

- 8- 16 participants
- 1 break out room
- Learners need to submit copy of ITIL Foundation Certificate
- Participants should have ITIL Foundation certificate and 2 years of work experience
- Classroom with a horse shoe seating, Beamer projector, white board, flip over



Security Management Practitioner Course

Certification :: EXIN

Duration :: 3 Days

Course Delivery :: Classroom Workshop

Language	Course ID
English	ITL1032

Course Introduction -

The Practitioner's Certificate in IT Service Management Security Management is intended for those in an IT organization responsible for the activities that are part of the Security Management process. The practitioner has to be able to record, guard and improve this process.

Course Description -

The course is assignment based, with a strong emphasis on practical coursework. It is based upon Office of Government Commerce (OGC's) ITIL book Best Practice for Service Support. A case study is utilized throughout the course.

Pre-requisites -

IT Service Management Foundation certificate, and the delegate should have at least two years practical experience in the field of Security Management.

Audience -

ITIL Process Practitioners and ITIL Process Owners

Learning Objectives -

At the end of this course, you will be able to:

- Plan, implement, control, evaluate, maintain and report on Security Management in an organization
- Describe the exchange of information between Security Management and other ITIL processes

Course / Student Material -

Each student receives copies of the visual aids used. Also available for reference during the course is the ITIL Service Delivery book.

Course Organization Logistics -

- 8- 16 participants
- 1 break out room
- Learners need to submit copy of ITIL Foundation Certificate
- Participants should have ITIL Foundation certificate and 2 years of work experience
- Classroom with a horse shoe seating, Beamer projector, white board, flip over



Availability Management Practitioner Course

Certification :: EXIN

Duration :: 3 Days

Course Delivery :: Classroom Workshop

Language	Course ID
English	ITL1033

Course Introduction -

Availability Management is intended for those in an IT organization responsible for the activities in the Availability Management process. The practitioner has to be able to record, guard and improve this process.

Course Description -

The course is assignment based, with a strong emphasis on practical coursework. It is based upon Office of Government Commerce (OGC's) ITIL book Best Practice for Service Support. A case study is utilized throughout the course.

Pre-requisites -

IT Service Management Foundation certificate, and the delegate should have at least two years practical experience in the field of Availability Management

Audience -

ITIL Process Practitioners and ITIL Process Owners

Learning Objectives -

At the end of this course, you will be able to:

- Understand the relationship between business and Availability Management
- Propose an overall IT infrastructure design
- Advise on IT equipment and services
- Evaluate and calculate availability
- Manage maintenance activities
- Translate the availability specifications of IT components into quality criteria
- make reports to general management, Service Level Management and customers of the IT organization

Course / Student Material -

Each student receives copies of the visual aids used. Also available for reference during the course is the ITIL Service Delivery book.

Course Organization Logistics -

- 8- 16 participants
- 1 break out room
- Learners need to submit copy of ITIL Foundation Certificate
- Participants should have ITIL Foundation certificate and 2 years of work experience
- Classroom with a horse shoe seating, Beamer projector, white board, flip over



Capacity Management Practitioner Course

Certification :: EXIN

Duration :: 3 Days

Course Delivery :: Classroom Workshop

Language	Course ID
English	ITL1034

Course Introduction -

Availability Management is intended for those in an IT organization responsible for the activities in the Capacity Management process. The practitioner has to be able to record, guard and improve this process.

Course Description -

The course is assignment based, with a strong emphasis on practical coursework. It is based upon Office of Government Commerce (OGC's) ITIL book Best Practice for Service Support. A case study is utilized throughout the course.

Pre-requisites -

IT Service Management Foundation certificate, and the delegate should have at least two years practical experience in the field of Capacity Management

Audience -

ITIL Process Practitioners and ITIL Process Owners

Learning Objectives -

At the end of this course, you will be able to:

- Understand the meaning of Capacity Management within the IT organization
- Understand of the use of the IT infrastructure, enabling you to prevent capacity problems
- measure, analyze and report on the use of the IT services
- determine future user needs
- define, implement and support the tools and procedures necessary for measuring and reporting basic Capacity Management information

Course / Student Material -

Each student receives copies of the visual aids used. Also available for reference during the course is the ITIL Service Delivery book.

Course Organization Logistics -

- 8- 16 participants
- 1 break out room
- Learners need to submit copy of ITIL Foundation Certificate
- Participants should have ITIL Foundation certificate and 2 years of work experience
- Classroom with a horse shoe seating, Beamer projector, white board, flip over



Financial Management Practitioner Course

Certification :: EXIN

Duration :: 3 Days

Course Delivery :: Classroom Workshop

Language	Course ID
English	ITL1035

Course Introduction -

The Practitioner's Certificate in IT Service Management Financial Management is intended for those in an IT organization responsible for the activities that are part of the Financial Management process. The practitioner has to be able to record, guard and improve this process.

Course Description -

The course is assignment based, with a strong emphasis on practical coursework. It is based upon Office of Government Commerce (OGC's) ITIL book Best Practice for Service Support. A case study is utilized throughout the course.

Pre-requisites -

IT Service Management Foundation certificate, and the delegate should have at least two years practical experience in the field of Financial Management

Audience -

ITIL Process Practitioners and ITIL Process Owners

Learning Objectives -

At the end of this course, you will be able to:

- explain and justify the Financial Management process
- budget and to identify the true costs of providing IT services
- propose and document organizational policy concerning pricing and charging for IT services
- report on how the Financial Management process can be improved

Course / Student Material -

Each student receives copies of the visual aids used. Also available for reference during the course is the ITIL Service Support book.

Course Organization Logistics -

- 8- 16 participants
- 1 break out room
- Learners need to submit copy of ITIL Foundation Certificate
- Participants should have ITIL Foundation certificate and 2 years of work experience
- Classroom with a horse shoe seating, Beamer projector, white board, flip over



+ Service Desk, Incident, Problem Management Practitioner Course

Certification :: The Practitioner's Certificate in IT Service Management for Service Desk/ Incident Management & the Practitioner's Certificate in IT Service Management for Problem Management

Duration :: 5 Days

Course Delivery :: Classroom

Language	Course ID
English	ITL1036

Course Introduction -

This course combines the independent Service Desk/Incident Management and Problem Management Practitioner Courses. In five days you will learn how to implement, manage and optimize the SIP processes in an organization through interactive classroom training.

Course Description -

This course focuses on the implementation and management of the processes and functions involved in managing exceptions in normal infrastructure control and service delivery. These include being able to organize an effective Service Desk, along with the related Incident and Problem Management functions. It is aimed at optimizing quality of service by effectively responding to incidents and problems, as well as proactively preventing their occurrence. The Service Desk supports users in the use of IT services and takes care of restoring the service in the event of a disruption.

Pre-requisites -

IT Service Management Foundation certificate, and the delegate should have at least two years practical experience in the field of Incident Management/Service Desk/Problem management.

Audience -

ITIL Process Practitioners and ITIL Process Owners

Learning Objectives -

At the end of this course, you will be able to:

- Define the requirements and activities of an effective Incident and Problem Management process.
- Identify areas where a given Incident Management process could be improved.
- Identify the requirements of support tools and associated equipment that are required to improve the Service Desk and Incident Management process.
- Determine the requirements for and consequences of SLAs, OLAs and Underpinning Contracts (UC) on Service Desk activities.
- Describe the requirements of communication at the appropriate level, with both customers and the IT organization.
- Define the contents of effective management reports, based on Key Performance Indicators that will be of use to Incident Management, Problem Management and the Service Level Management processes.
- Explain how these processes relate with other Service Support processes.
- Understand the reactive and proactive activities involved in Problem Management.
- Produce Management Information.

Course / Student Material -

Each student receives copies of the visual aids used. Also available for reference during the course is the ITIL Service Support book.

Course Organization Logistics -

- 8- 16 participants.
- 1 break out room.
- Learners need to submit copy of ITIL Foundation Certificate.
- Participants should have ITIL Foundation certificate and 2 years of work experience.
- Classroom with a horse shoe seating, Beamer projector, white board, flip over.



Release and Control Practitioner Course

Certification :: The Practitioner's Certificate in IT Service Management

Duration :: 5 Days

Course Delivery :: Classroom

Language	Course ID
English	ITL1038

Course Introduction -

This course replaces the independent Change and Configuration Management Practitioner Courses. In five days you will learn how to implement, manage and optimize the CRC processes in an organization through interactive classroom training.

Course Description -

This module 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, based on an effective Configuration Management system. It is aimed at optimizing 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.

Pre-requisites -

- The ITIL Foundation Certificate
- Before taking the Practitioner examination the candidate must have attended accredited training and successfully completed the practical assignments.

Audience -

ITIL Process Practitioners and ITIL Process Owners

Learning Objectives -

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
- Take and pass the exam for the Practitioner's Certificate in Control and Release
- 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.

Course / Student Material -

Each student receives copies of the visual aids used. Also available for reference during the course is the ITIL Service Support book.

Course Organization Logistics -

- 8- 16 participants
- 1 break out room
- Learners need to submit copy of ITIL Foundation Certificate
- Participants should have ITIL Foundation certificate and 2 years of work experience
- Classroom with a horse shoe seating, Beamer projector, white board, flip over



+ ITIL Service Managers Course

Certification :: ITIL Service Managers certificate

Duration :: 10+2 Days

Course Delivery :: Classroom

Language	Course ID
English	ITL1040

Course Introduction -

This course leads to ITIL Service Managers certificate. The course gets into detailed process descriptions, practical implementation and improvement issues, organizational challenges in smooth IT Service Management and Delivery in a practical and case study oriented setting.

Course Description -

This intensive course is designed to help IT Service Managers gain a deeper and more practical understanding of ITIL processes, and the key implementation issues – both process oriented and organizational issues. This practical oriented course uses case studies, role plays and presentations to test and improve the students essential managerial skills.

The course is divided into 2x5 days with minimally 3 to 4 weeks between the first and the second week. After the second week students come together once more for 2 days to prepare for the exam using the examination case study. This course leads to Service Managers Certification from EXIN.

Pre-requisites -

- The Foundation Certificate in IT Service Management.
- Good spoken and written language skills - Speaking skills, presentation skills, empathy, meeting skills, teamwork skills.
- At least two years professional experience as manager or consultant in the field of IT management.

Audience -

IT Service Managers, ITIL Process Owners, ITIL Practitioners, ITIL Implementation Consultants

Learning Objectives -

At the end of this course, you will be able to:

- Record, Guard and Improve the selected ITIL Process(es)
- Analyze IT Service Management processes within an organization
- Design the organizational structure for implementing processes
- Describe the IT Service Management processes
- Assess and audit IT Service Management processes
- Implement change processes
- Perform proper written (reports, memos, project plans) and verbal communication
- Identify important Management skills required to be a good service manager

Course / Student Material -

Each student receives copies of the visual aids used. Also available for reference during the course are the ITIL Support and Delivery books.

Course Organization Logistics -

- 8- 16 participants
- 2 break out rooms
- Participants should have ITIL Foundation certificate and 2 years of work experience
- Classroom with a horse shoe seating, Beamer projector, white board, flip over
- pre-agreed learning path (for example 5 + 5 + 2 days spread over 3 months)
- participation in one prescheduled virtual classroom sessions of 1 hourz
- audio conferencing facility (made available by customer)



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Examination Courseware



EXIN Examination - ITIL Foundation

Certification :: EXIN

Duration :: 60 Mins

Course Delivery :: Online - Time bound assessment

Language	Course ID
English	ITL2010

Course Introduction -

ITpreneurs offers the EXIN online Examination that leads to the ITIL Foundation Certification. The online examination can be taken immediately after you have completed ITIL Foundation Training or education. ITpreneurs also offers the EXIN Examination bundled with the ITIL Foundation course providing a one stop route towards certification.

The ITIL Foundation exam can be taken online from your office through ITpreneurs.

Audience -

The examination for the Foundation Certificate is intended for people working in the field of IT Service Management. The Foundation Certificate is a prerequisite for the Practitioner's and Manager's Certificate in IT Service Management.

Pre-requisite knowledge, skills and practical experience -

None.

Examination requirements -

At the end of this course, you will be able to:

- Identify the various ITIL processes that can be implemented in an organization.
- Identify the benefits of implementing each ITIL process in an organization
- Identify the basic concepts, activities and roles related to each ITIL process
- Identify the relationship of each ITIL process with other processes
- Identify the factors that affect the effectiveness of each ITIL process
- Apply the ITIL concepts in the virtual organization ISA International

Time allotted for examination -

60 Mins

Examination type -

Multiple choice, 40 questions. Passing the exam requires getting 26 questions correct.

Course Organization Logistics -

- A registered proctor to monitor you taking the examination
- Pentium IV, with Internet Explorer 5.x
- Registration to be completed 5 working days prior to the examination



EXIN Examination - ITIL Practitioner (Individual Process Modules)

Certification :: EXIN

Duration :: 120 Mins

Course Delivery :: Time-bound Paper-based Assessment

Language	Course ID
English	ITL2030

Course Introduction -

The Practitioner Examination can only be ordered as part of an ITIL Practitioner Training. The Practitioner Exam is paper-based and will have to be taken in the classroom after the training.

Audience -

ITIL Process Practitioners and ITIL Process Owners

Pre-requisite knowledge, skills and practical experience -

- Foundation Certificate in IT Service Management
- Practical experience in the field of Incident Management/Service Desk

Time allotted for examination -

120 Mins

Examination type -

Multiple choice questions based on case study, 40 questions



EXIN Examination - ITIL Service Manager

Certification :: EXIN

Duration :: 2 x 3 Hrs.

Course Delivery :: Classroom - Time-bound Paper-based Assessment

Language	Course ID
English	ITL2040

Course Introduction -

The ITIL Service Manager Certification exam is a critical factor for the successful completion of the course. ITpreneurs offers the training for this course as well as the exam.

The Service Manager Certification exam can only be ordered as part of ITIL Service Manager Training. The EXIN ITIL Service Manager Certification exam is paper based.

During the exam you will be optimally tested for specific knowledge in the IT Service Management domain based on the ITIL Framework.

- Analyze IT Service Management processes within an organization
- Designing organizational structure
- Describing the IT Service Management processes
- Assessing and auditing IT Service Management processes
- Implementing change processes
- Written reports
- Management skills (tested in the In Course Assessment)

In Course Assessment -

Part of the examination is made up of an in course assessment, whereby examination requirement for management skills is tested. In order to obtain the Manager's Certificate in IT Service Management, the result of this in course assessment must be satisfactory.

Audience -

All participants who have completed/participated an ITIL Service Managers Course.

Time Allotted

180 minutes per Exam (there are 2 exams, one for Service Support and 1 for Service Delivery)

Examination

Open question based on a case study; five questions per examination paper.

Pre-requisites

- ITIL Foundation Certificate
- 2 years of relevant work experience



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Mobilization Workshop



ITSM Mobilization Workshop

Certification :: EXIN

Duration :: 5 Days

Course Delivery :: Classroom workshop, 2 instructors

Language	Course ID
English	ITL3010

Course Introduction -

The ITSM Mobilization Workshop is an intensive workshop facilitated by very experienced Agilità IT Service Management trainers/consultants. In five days you, as part of the core Implementation team and IT leadership, will build a business case and an action plan for the adoption of ITIL as a service management model.

Course Description -

Over a period of five days, you will be one of the sixteen key IT professionals to learn the key ITIL best practice of service support and service delivery. Working with skilled instructors in group processes, you will establish the gap between the best practices as described in ITIL and the current processes in your organization. Using facilitation by the course tutors, you will be able to create a cost/benefit analysis based action plan to present to your senior leaders on the last day in the afternoon.

Audience -

IT leadership, IT Service Managers, ITSM Process Team

Learning Objectives -

At the end of this workshop, you will learn about:

- Knowledge transfer of core ITIL processes.
- Knowledge transfer of ITSM strategies.
- Create a core team with critical mass within the organization.
- Create a common understanding based on common language of where the organization currently sits.
- Build understanding of the role and options of tools to support ITIL/ITSM.
- Gap analysis between current situation and best practice.
- Organize potential activities in order of priority to reflect return on effort/investment.
- Create a grounded plan for senior leadership consideration.

Course / Student Material -

Each student receives copies of the visual aids used

Course Organization Logistics -

- 16 participants
- 2 break out rooms
- Classroom with a horse shoe seating
- Beamer projector, white board, flip over
- Venue setting preferably outside the office location

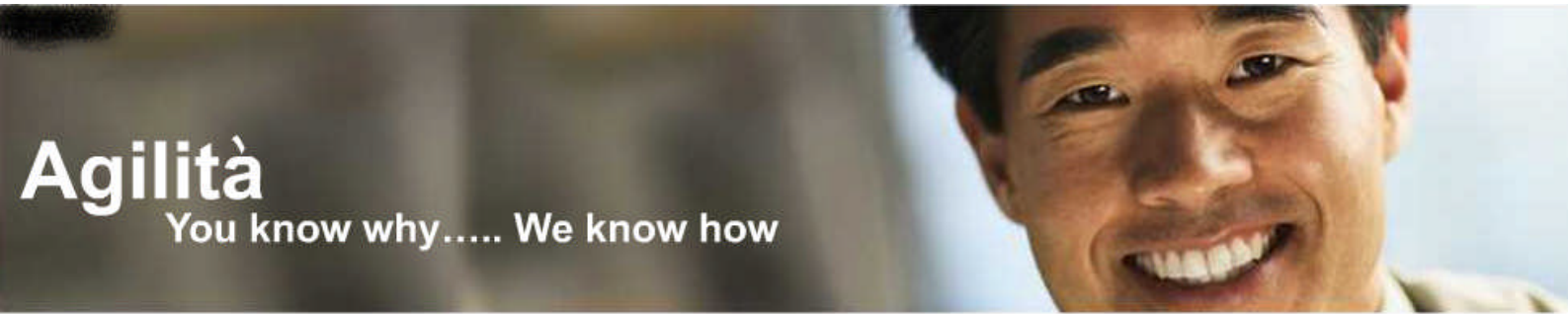


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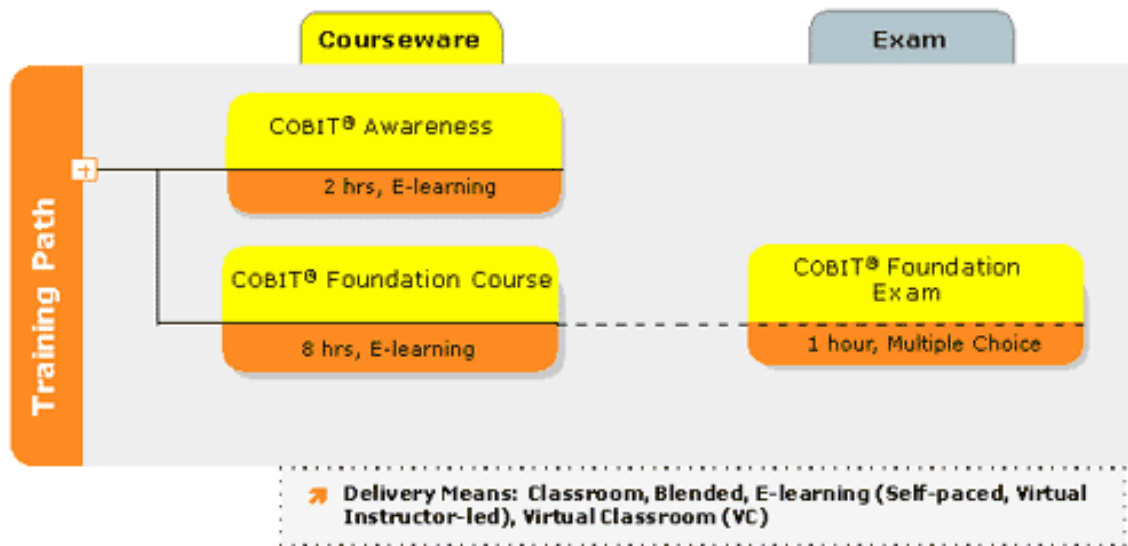
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COBIT®
Courseware



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COBIT®

COBIT® stands for Control Objectives for Information and related Technology and is increasingly internationally accepted as good practice for control over information, IT and related risks. It is a governance and control framework with guidance for IT controls that focuses on "What needs to be achieved" rather than "How to achieve." Its guidance enables an enterprise to implement effective governance over IT that is pervasive and intrinsic throughout the enterprise.

COBIT®, as a generally applicable and accepted standard for good Information Technology (IT) security and control practices, provides a reference framework for management, users, and IS audit, control and security practitioners.

ISACA/ITGI have developed authentic, interactive and user friendly COBIT® courses to address the need for structured education across various levels. The COBIT® courseware suite is based on the official ISACA/ITGI COBIT® Education Curriculum.

ITpreneurs, under an exclusive contract with ISACA, has developed ISACA/ITGI's COBIT® courseware.

The products include COBIT® 3rd Edition, which is used by permission of the IT Governance Institute (ITGI). © 1996, 1998, 2000 IT Governance Institute. All rights reserved. COBIT® is a registered trademark of the Information Systems Audit and Control Association and the IT Governance Institute.

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COBIT® Awareness

Certification :: None

Duration :: 2 Hours

Course Delivery :: Self-Paced e-learning

Language	Course ID
English	COB1012

Course Introduction -

This introductory course addresses the need for an IT control framework and explains how COBIT addresses this in relation to other frameworks.

Course Description -

In two hours you will learn about IT governance issues affecting organizations globally and the need for a proper control framework. COBIT is introduced and explained at a high level as the best practice model for IT governance. You will learn about the components of the model and the relationship with other frameworks such as ITIL and COSO.

Audience -

IT Support Staff, Key Business Users, Senior Managers in IT service providing firms

Learning Objectives -

At the end of this course, you will be able to:

- How IT management issues are affecting organizations
- The need for a control framework driven by the need for IT Governance
- How COBIT meets the requirement for an IT Governance Framework
- How COBIT is used with other standards and best practices
- The elements of the COBIT Framework
- How the use of COBIT is supported by the ITGI

Course Organization Logistics -

- Computer (Pentium IV, Internet Explorer 5.x, Cookies enabled, Macromedia Flash Player 6.0, Speakers or a headset, 1024X768 pixel resolution)
- Broadband Internet connection



COBIT® Foundation Course (e-learning)

Certification :: COBIT Foundation Certificate

Duration :: 10 Hours

Course Delivery :: Self-Paced e-learning

Language	Course ID
English	COB1010

Course Introduction -

This course addresses the need for an IT control framework and explains how this is addressed by COBIT. The elements of the COBIT framework are explained using practical examples and scenario based learning.

Course Description -

You will learn about IT governance issues that are affecting organizations globally and how COBIT addresses this need with a globally accepted IT control and governance framework. Through a case study driven approach you will learn about the components comprising the COBIT model, and how this is applied in practice using interactive scenario's and real world examples. The course prepares you for the official COBIT Foundation Certification organized under the umbrella of ISACA.

Audience -

IT Support Staff, IT Consultants, Key Business Users, Senior IT and Audit Management, Practitioners, Senior Managers in IT service providing firms.

Learning Objectives -

At the end of this course, you will learn about:

- How IT management issues are affecting organizations
- The need for a control framework driven by the need for IT Governance
- How COBIT meets the requirement for an IT Governance Framework
- How COBIT is used with other standards and best practices
- The functions that COBIT provides and the benefits of using COBIT
- The COBIT Framework and all the components of COBIT (Control Objectives, Control Practices, Management Guidelines, Audit Guidelines.)
- How to apply COBIT in a practical situation
- How the use of COBIT is supported by the ITGI

Student material -

- CobiT Foundation student material package

Course Organization Logistics -

- Computer (Pentium IV, Internet Explorer 5.x, Cookies enabled, Macromedia Flash Player 6.0, Speakers or a headset, 1024X768 pixel resolution)
- Broadband Internet connection



COBIT® Foundation Examination

Certification :: Foundation Certificate in COBIT

Duration :: 1 Hour

Course Delivery :: Classroom

Language	Course ID
English	COB1030

Course Introduction -

This foundation certificate is awarded by ISACA to those individuals who pass the foundation with an interest in basic knowledge about COBIT. This certificate evaluates the student's ability to understand COBIT.

Audience -

The examination for the foundation course is intended for people who have several years of experience in managing IT services, IT Managers, Enterprise managers, IT Users, CIOs, CEOs, and auditors. They may have some exposure to other frameworks like ITIL.

Pre-requisite knowledge, skills and practical experience -

None

Exam Requirements -

- How IT Governance addresses IT Management issues. (Responding to IT Challenges.)
- The COBIT framework components related to IT Governance.
- The COBIT Framework principles, the definitions, the terminology and the major components.
- Apply COBIT in practice.
- Products and Support available from ITGI

In course assessment -

None.

Time allotted for examination -

60 Mins

Examination type -

Multiple choice, 40 questions



Courseware developed by
ITpreneurs under contract
with ISACA.



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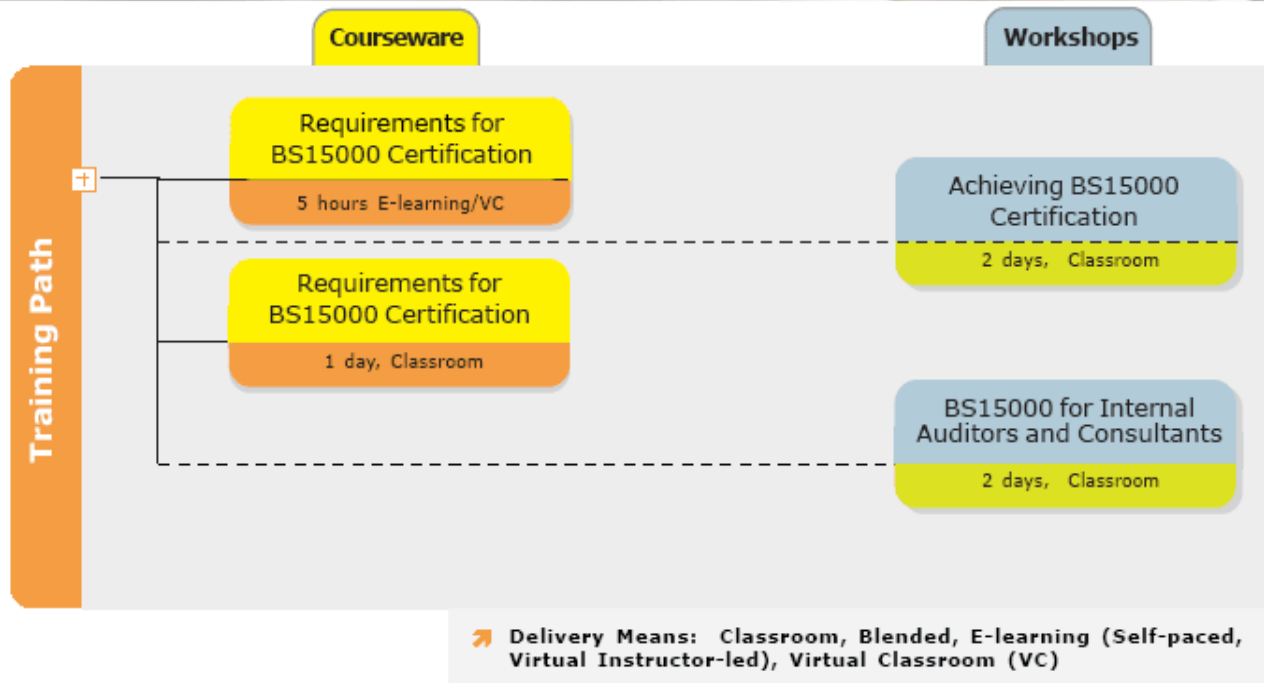
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BS15000 Courseware

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BS15000

BS15000 is the first worldwide standard specifically aimed at IT Service Management. It proposes a process approach to IT Service Management within an overall Plan-Do-Check-Act (PDCA) cycle. This approach enables IT organizations to establish IT Service Management processes to deliver managed services in a systematic and controlled manner and to enhance the quality of their IT services to customers.

BS15000 is aligned with and complementary to the process approach defined within the IT Infrastructure Library (ITIL) from The Office of Government Commerce (OGC).

BS15000 represents a widely recognized basis for evaluating IT Service Management processes. The standard defines a comprehensive and closely related set of service management processes and comprises of two parts.

BS15000-1:2002 'IT service management Part 1: Specification for service management' - is the formal specification and defines the requirements for an organization to deliver managed services of an acceptable quality for its customers. The scope includes: Requirements for a management system; Planning and implementing service management; Planning and implementing new or changed services; Service delivery process; Relationship processes; Resolution processes; Control processes; and Release processes.

BS15000-2:2002 'IT service management Part 2: Code of practice for service management' - is the Code of Practice and describes the best practices for Service Management processes within the scope of BS15000-1. The code of Practice will be of particular use to organizations preparing to be audited against BS15000-1 or planning service improvements.



BSI British Standards is the National Standards Body of the UK and develops standards and standardization solutions to meet the needs of business and society. They work with government, businesses and consumers to represent UK interests and facilitate the production of British, European and international standards. British Standards' trading arm is BSI Business Information, which focuses on providing standards information and dynamic services that add value to business standards, best practice and management systems.



+ Requirements for BS15000 Certification (e-learning)

Certification :: None

Duration :: 5 Hours

Course Delivery :: Self Paced E-Learning

Language	Course ID
English	BS1010

Course Introduction -

The Requirements for BS15000 Certification course provides you with an overview of the publications and BS15000 Part 1 of the standard and the role it fulfills within the IT service management domain. The course is designed for everyone within the organization who requires a high level overview of the BS15000 standard and all its components.

Course Description -

In this case study driven course you will achieve a basic knowledge of IT Service Management best practices and the common terminology. This e-learning course will help you understand the benefits of applying the BS 15000 service management processes to improve the quality of managed services, save costs and meet corporate governance/legal requirements

Audience -

Quality Managers, IT Support Staff, IT Consultants, IT Process Consultants, Key Business Users, IT Auditors, Quality Consultants, IT service providers, Purchasing managers

Learning Objectives -

At the end of this course, you will be able to:

- Understand the principles of Service Management
- Identify the benefits of applying the BS15000 processes
- Understand the implementation route to achieve BS15000
- Know relationships between the different Service Management processes
- Understand what BS15000 means in a practical, real world, perspective

Student material -

BS15000 student material package

Course Organization Logistics -

- Computer (Pentium IV, Internet Explorer 5.x, Cookies enabled, Macromedia Flash Player 6.0, Speakers or a headset, 1024X768 pixel resolution)
- Broadband Internet connection



Requirements for BS15000 Certification (Virtual Instructor Led)

Certification :: None

Duration :: 5 Hours

Course Delivery :: Instructor led e-learning / Virtual Classroom

Language	Course ID
English	BS1011

Course Introduction -

The Requirements for BS15000 Certification course provides you with an overview of the publications and BS15000 Part 1 of the standard and the role it fulfills within the IT service management domain. The course is designed for everyone within the organization who requires a high level overview of the BS15000 standard and all its components.

Course Description -

In this case study driven course you will achieve a basic knowledge of IT Service Management best practices and the common terminology. This e-learning course will help you understand the benefits of applying the BS 15000 service management processes to improve the quality of managed services, save costs and meet corporate governance/legal requirements. An instructor is available through virtual classroom, e-mail and prescheduled audio conference to lead the participants through the course.

Audience -

Quality Managers, IT Support Staff, IT Consultants, IT Process Consultants, Key Business Users, IT Auditors, Quality Consultants, IT service providers, purchasing managers

Learning Objectives -

At the end of this course, you will be able to:

- Understand the principles of Service Management
- Identify the benefits of applying the BS15000 processes
- Understand the implementation route to achieve BS15000
- Know relationships between the different Service Management processes
- Understand what BS15000 means in a practical, real world, perspective

Student material -

BS15000 student material package

Course Organization Logistics -

- Computer (Pentium IV, Internet Explorer 5.x, Cookies enabled, Macromedia Flash Player 6.0, Speakers or a headset, 1024X768 pixel resolution)
- Broadband Internet connection



+ Requirements for BS15000 Certification (Classroom)

Certification :: None

Duration :: 1 Day

Course Delivery :: Classroom

Language	Course ID
English	BS1020

Course Introduction -

The Requirements for BS15000 Certification course provides you with an overview of the publications and BS15000 Part 1 of the standard and the role it fulfills within the IT service management domain. The course is designed for everyone within the organization who requires a high level overview of the BS15000 standard and all its components.

Course Description -

In this case study driven course you will achieve a basic knowledge of IT Service Management best practices and the common terminology. This course will help you understand the benefits of applying the BS 15000 service management processes to improve the quality of managed services, save costs and meet corporate governance/legal requirements

Audience -

Quality Managers, IT Support Staff, IT Consultants, IT Process Consultants, Key Business Users, IT Auditors, Quality Consultants, IT service providers, purchasing managers

Learning Objectives -

At the end of this course, you will be able to:

- Understand the principles of Service Management
- Identify the benefits of applying the BS15000 processes
- Understand the implementation route to achieve BS15000
- Know relationships between the different Service Management processes
- Understand what BS15000 means in a practical, real world, perspective

Student material -

- BS15000 student material package
- Students will also receive a copy of the visual aids used in the classroom

Course Organization Logistics -

- Upto 16 participants
- Classroom with a horse shoe seating
- Beamer projector, white board, flip over
- Computer + Headset + Broadband Internet connection



+ Achieving BS15000 Certification

Certification :: None

Duration :: 2 Days

Course Delivery :: Classroom Workshop

Language	Course ID
English	BS1021

Course Introduction -

Achieving BS15000 certification is an intensive case study oriented 2 day workshop. The workshop is designed for those involved in the BS15000 implementation process, and for those who would like to have a better understanding of what the implementation encompasses. Practical examples and real life case studies are used to guide you through the implementation route and prepares for the audit.

Course Description -

This workshop is designed to explore the benefits of achieving BS15000 certification, how to plan for BS15000 certification and helps in defining pointers for making the business case for internal approval. The workshop examines approaches to implementation and potential issues that need to be managed to achieve BS15000.

Audience -

Senior Managers, IT Consultants, Quality Consultants, IT service providers, IT Service Managers, Service Improvement Program and Project Managers

Pre-requisite -

The attendees to this course must have attended the 'Requirements for BS15000 Certification' Course.

Learning Objectives -

At the end of this course, you will be able to:

- Understand the benefits of achieving BS15000 certification
- Assess where you are now and what needs to be done to achieve certification
- Define your path towards implementation of BS15000
- Define the relationships between the different Service Management processes
- Understand what is required for BS15000 Audit
- Scope an implementation program for BS15000
- Understand the approaches to achieving BS15000
- Understand the requirements of BS15000-part 2 of the standard

Student material -

- Students will receive a copy of the visual aids used in the classroom
- Students will receive a hardcopy of : A Managers' guide to Service Management

Course Organization Logistics -

- 6-16 participants
- Classroom with a horse shoe seating
- Beamer projector, white board, flip over
- Venue setting preferably outside the office location
- 1 break out room



+ BS15000 For Internal Auditors and Consultants

Certification :: None

Duration :: 2 Days

Course Delivery :: Classroom Workshop

Language	Course ID
English	BS1022

Course Introduction -

BS15000 for Internal Auditors and Consultants is an intensive case study oriented 2 day workshop designed for internal auditors and consultants who play a role in the BS15000 implementation or in providing support around BS15000 implementations. Practical examples and real life case studies are used to guide you through the implementation route and prepares you to conduct a BS15000 assessment or audit.

Course Description -

This workshop is intended for IT internal auditors and consultants who are (going to) play a role in the BS15000 implementation. The workshop examines approaches to implementation and potential issues that need to be managed to achieve BS15000. There is a special attention towards the role of the implementation consultant and internal auditor.

Audience -

IT Auditors, Project Managers, IT Consultants, Quality Consultants, IT service providers, IT Service Managers

Pre-requisite -

The attendees to this course must have attended the 'Requirements for BS15000 Certification' Course.

Learning Objectives -

At the end of this course, you will be able to:

- Understand your role in the implementation of BS15000
- Assess the relationships between the different Service Management processes from an implementation perspective
- Understand the role change imposes on an organization and how to deal with this from a BS15000 implementation perspective
- Understand what is required for BS15000 Audit and Assessment
- Gain an understanding of Part 2 of the BS15000 standard
- Plan a BS15000 audit
- Prepare and plan for a BS15000 audit and assessment

Student material -

- Students will receive a copy of the visual aids used in the classroom
- Students will receive a hardcopy of : A Managers' guide to Service Management
- BS15000 standard Part 2 is available for reference during the course
- PD0015 self assessment workbook is available for reference during the course

Course Organization Logistics -

- 6-16 participants
- Classroom with a horse shoe seating
- Beamer projector, white board, flip over
- 1 break out room



Agilità Training Course Catalog

	Course	Agilità US Price per Student	Agilità Asia Price per Student	Certification	ITIL Book	Class Duration (days)
ITL1040	Service Manager Course	\$7,900	\$4,345	included	optional	14
ITL1038	Release and Control Practitioner	\$2,500	\$1,375	included	included	5
ITL1036	Service Desk, Incident, Problem Bundled	\$2,500	\$1,375	included	included	5
ITL1020	ITIL Foundation Instructor Led	\$1,295	\$712	included	included	2.5
AG1020	Foundation w/ Apollo 13 Simulation - Asia ONLY	n/a	\$987	included	included	3
ITL1014	ITIL Foundation e-learning	\$495	\$272	n/a	n/a	self-paced
ITL1012	ITIL for Executives	\$3,200	\$1,760	n/a	n/a	0.5
ITL1013	ITIL for Help Desks e-learning	\$189	\$104	n/a	n/a	self-paced
ITL3010	ITIL Mobilization Workshop	Contract	Contract	n/a	n/a	5
ITL1010	ITIL Awareness e-learning	\$95	\$52	n/a	n/a	self-paced
ITL1011	ITIL Extended Awareness e-learning	\$169	\$93	n/a	n/a	self-paced
ITL1016	ITIL Virtual Foundation e-learning	\$695	\$382	n/a	n/a	self-paced
ITL1025	ITIL Exam Preparation e-learning	\$69	\$38	n/a	n/a	self-paced
ITL2010	ITIL Foundation EXAM online	\$300	\$165	n/a	n/a	self-paced
ITL1027	ServiceDesk/Incident Practitioner	\$1,495	\$822	included	included	5
ITL1028	Problem Management	\$1,495	\$822	included	included	3
ITL1029	Change Management	\$1,495	\$822	included	included	3
ITL1030	Configuration Management	\$1,495	\$822	included	included	3
ITL1031	Service Level Management	\$1,495	\$822	included	included	3
ITL1032	Security Management	\$1,495	\$822	included	included	3
ITL1033	Availability Management	\$1,495	\$822	included	included	3
ITL1034	Capacity Management	\$1,495	\$822	included	included	3
ITL1035	Financial Management	\$1,495	\$822	included	included	3
BS1010	BS15000 Requirements e-learning	\$495	\$272	n/a	n/a	self-paced
BS1011	BS15000 Requirements Virtual Instructor	\$695	\$382	n/a	n/a	self-paced
BS1021	Achieving BS15000 Certification	\$1,800	\$990	n/a	optional	2
BS1020	BS15000 Requirements Classroom	\$990	\$545	n/a	optional	1
BS1022	BS15000 For Auditors and Consultants	\$1,800	\$990	n/a	optional	2
COB1012	Cobit Awareness e-learning	\$249	\$137	n/a	n/a	self-paced
COB1010	CobIT Foundation e-learning	\$649	\$357	n/a	n/a	self-paced
COB1030	CobIT Foundation Exam	\$300	\$165	n/a	n/a	self-paced