

ITIL Practitioner Support and Restore

New "Cluster" Certificate combining:

- ✓ Service Desk Practitioner
- ✓ Incident Management Practitioner
- ✓ Problem Management Practitioner

This new ITIL Practitioner Certificate is one of two "Cluster" certificates specially designed to meet the current needs of IT service management professionals and practitioners. The previously separate Practitioner Certifications in Service Desk, Incident Management and Problem Management have been combined into the one qualification collectively named *Support and Restore*.

Learn in this 5-day course how to implement, manage and optimise the SIP processes in your organisation and provide enhanced increased user support and IT infrastructure stability.

Leads to the ITIL Practitioner Certificate: Support and Restore

Wellington

Please refer to our
website for dates



ITIL Practitioner

Service Desk, Incident & Problem Management

This practitioner 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 Incident and Problem Management processes, complemented by an effective Service Desk Function. It is aimed at optimising quality of service by responding to customer issues and requests in a controlled and time-effective manner, while also preventing reoccurrence of fault in the IT infrastructure.

Course work is completed in one five-day session during which participants will learn how to effectively implement, manage and optimise the Support and Restore processes in an organisation through interactive classroom training. Participants will be prepared to sit the associated EXIN certification examination.

Learning Outcomes

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

- Understand the ITIL model sufficiently to be able to develop, implement and manage an Integrated Incident and Problem Management framework, using Service Desk function as a critical component
- Understand best practices for dealing with customer enquiries and issues with the IT infrastructure, and be able to relate how these processes contribute to an increase in functionality and quality of IT services.
- Take and pass the exam for the Practitioner's Certificate in Support and Restore.

Who Should Attend

This course is designed for ITIL Process Practitioners, ITIL Process Owners and any IT professionals who will participate in the managing, organising and optimising of one or more of the covered processes in their organisation.

Learning Method

This course is conducted as an instructor-led workshop and includes a combination of lectures and exercises. All the exercises make use of a case study to give the opportunity to implement ITIL and to improve IT Service Management within a 'real organisation'. Due to the practical nature of the practitioner roles, this course has a balance of 40% theory and 60% exercises to ensure concepts are understood precisely.

Pre-requisites

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

Course Instructor



This course is presented by ALC well known as a leading provider of professional management, consulting and educational services in IT Service Management and the region's most experienced practitioner of ITIL.

In-House Training

This and other ALC courses are available for private presentation, either on your own premises or "off-site". There are many advantages to in-house training. Please contact Client Services for a quotation and to discuss your requirements. Telephone 0800 540 161 or email seminars@alctraining.co.nz

ITIL "Cluster" Practitioners

ITIL certification is available at three levels: Foundation, Practitioner and Manager. Initially nine individual Practitioner Certificates were defined, corresponding to the nine key ITIL functions. Now, in response to the business and career needs of IT and Service Management professionals, the ITIL processes have been grouped by functionality and two new "cluster" practitioner certifications have been defined. The first 'Release and Control' combines the Change, Release and Configuration Management processes. The second 'Support and Restore' covers the Service Desk Function plus Incident Management and Problem Management. These "cluster" certifications are used and accepted by the ITIL Certification Management Board of which itSMF International and OGC (the developers of ITIL) are members, and provide the necessary path for those who need to develop and demonstrate specialist knowledge of ITIL and its application.

Course Contents

1 Introduction to ITIL Support and Restore

- Overview of ITIL framework
- High level Support and Restore process relationships
- Benefits

2 Service Desk

- Service Desk Function activities
- Process Performance Indicators
- Reporting
- Optimising the Service Desk Function
- Service Desk Tools and Tool requirements
- Best Practice Implementation of Service Desk Function

3 Incident Management

- Process inputs and outputs
- Incident Management activities
- Process Performance Indicators
- Process relationships and Communication framework
- Optimising the Incident Management process
- Incident Management Tools and Tool requirements
- Best Practice Implementation of Incident Management

4 Problem Management

- Process inputs and outputs
- Problem Management activities
- Process Performance Indicators
- Process relationships and Communication framework
- From Incident to Problem to Change
- Roles and Responsibilities
- Optimising the Problem Management process
- Problem Management Tools and Tool requirements
- Best Practice Implementation of Problem Management

5 Implementation of Support and Restore

- Implementation framework
- Creating a business case

Exclusive ITIL Simulation

A special feature of this course is the ITIL Simulation session exclusively developed by Lucid IT. This session provides additional knowledge and experience in the management issues of running an IT organisation and the implementation of ITIL.

Examination

The **Practitioner Certificate in IT Service Management – Support & Restore** is awarded to those who have successfully completed this course and achieved a score of 65% or better on the two-hour multiple choice examination based on a case study presented during the course.

EXIN

EXIN is an independent globally-recognised institute dedicated to defining educational standards and developing and organising examinations in all major areas of Information Technology. EXIN is well-known for its ITIL certificates in IT Service Management and plays an important role in the development of international qualification standards. EXIN offers true objectivity because it does not conduct courses itself and is not affiliated with any organisation that does. For more information refer www.exin-exams.com

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 training.

ITIL Essentials

This 3-day “flagship” course is the ideal starting point for anyone interested in ITIL. It provides a comprehensive insight into the 11 most important IT Service Support and Delivery processes and leads to the Foundation Certificate in IT Service Management.

ITIL Practitioner: Release and Control

Five-day certificate course replaces the independent Change, Release and Configuration Management Practitioner Courses. You will learn how to implement, manage and optimise the CRC processes in an organisation through interactive classroom training.

ITIL Practitioner: Support and Restore

Five-day certificate course replaces the independent Service Desk/ Incident Management and Problem Management Practitioner Courses. You will learn how to implement, manage and optimise the SIP processes in an organisation through interactive classroom

Implementing ITIL

Two-day course for those who have learned about ITIL and now need to implement ITIL in their organisation. The course answers the countless questions people have asked and issues they have faced when embarking on an ITIL implementation.

IT Service Manager Masters Course

This program comprises 4 modules over 12 intensive days and is designed to ensure that participants truly master ITIL. It leads to the Manager's Certificate in IT Service Management, the premium service management qualification in the world today.

ITIL Executive Overview

For more information please contact us at learn@alctraining.co.nz

HOW TO REGISTER	
1.	Register Online www.alctraining.co.nz
2.	Send your details by email learn@alctraining.co.nz
3.	Fax the Enrolment Form below to: Fax: 0800 540 162
4.	Any queries please call Customer Service Tel: 0800 540 161
5.	Post the completed Enrolment Form to: ALC Training NZ Limited Level 20, ASB Bank Centre, 135 Albert Street, Auckland

COURSE DETAILS	
FEES: (per delegate) ITIL Practitioner Course + Exam	NZ\$ 4025 +GST
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.	

ENROLMENT FORM - ITIL Practitioner: Support & Restore

ALC Training NZ Limited is a leading provider of quality IT training for business and government in the Asia-Pacific region. ALC courses are held in Australia, Hong Kong, Malaysia, New Zealand and Singapore. ALC specialises in the three leading best-practice frameworks: ITIL for IT Service Management, PRINCE2 for Project Management and SABS for Security Management. ALC has no affiliations with vendors of software or hardware and provides completely independent unbiased education.

	NAME	POSITION	DATE	<input checked="" type="checkbox"/> Tick City
1	Mr/Mrs/Miss/Ms			<input type="checkbox"/> Wellington
	Email	Mobile		<input type="checkbox"/> Auckland
2	Mr/Mrs/Miss/Ms			<input type="checkbox"/> Wellington
	Email	Mobile		<input type="checkbox"/> Auckland

TRACK CODE: A B C D R

Organisation: _____

Address: _____

Postcode: _____ Phone: () _____ Fax: () _____

1. Cheque payable to *ALC Training NZ Limited* 2. Purchase Order No.: _____

3. Charge to: Master Card Visa Cardholder Name: _____

Card No.: _____

Exp Date: _____

Signature:

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