

OA

Learning

In Association with
Helix Service Management Services Ltd

INFORMATION TRAINING & CONSULTANCY

ITIL BROCHURE

enhancing **Workplace** productivity

Courses Scheduled for June - November 2009



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Microsoft
CERTIFIED
Partner

ITIL® Courses

This course is presented on behalf of OA Learning by Helix Service Management Services Ltd who is an ISEB Accredited Training Provider. ISEB granted full accreditation to Helix SMS *“based on high quality material that was both logically structured and well presented. The course content more than covers the syllabus, providing good preparation for the exam.... shows significant added value to be gained by the delegate in terms of educating them around the full extent of IT Service Management”*.

V3 FOUNDATION

This is the mandatory introductory qualification. The Foundation Level focuses on knowledge and comprehension to provide a good grounding in the key concept, terminology and processes of ITIL. This is demonstrated by passing a multiple choice exam.

V3 ITIL QUALIFICATIONS

The qualifications are based on a credit scheme. Each level of qualification provides a certain level of credit which allows the student to build up to an overall qualification called **ITIL Expert**.

- Courses are offered at customers or our own premises
- Scheduled dates are offered for the foundation courses
- Dates for other courses are available on application

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OBJECTIVES: The purpose of the ITIL® Foundation certificate in the Service Management is to certify that the candidate has gained knowledge of the ITIL® terminology, structure and basic concepts and has comprehended the core principles of ITIL® practices for Service Management.

The ITIL® Foundation certificate in IT Service Management is *not* intended to enable the holders of the certificate to *apply* the ITIL® practices for Service Management without further guidance.

WHO SHOULD ATTEND: The examination for the Foundation Certificate in IT Service Management based on ITIL® is intended for:

- Employees involved in IT Service Management who are required to work within processes that are, or will be, organised according to the ITIL® best practice framework
- Candidates who wish to progress further within the new qualification structure
- IT professionals that are working within an organisation that has adopted and adapted ITIL® who need to be informed about and thereafter contribute to an ongoing service improvement programme. This may include, but is not limited to, IT professionals, business managers and business process owners

PRE-REQUISITES: None, although there is a recommendation that candidates for the examination have some experience of IT.

EXAM REQUIREMENTS: The candidate has understanding of the importance of IT services and the IT infrastructure to an organisation.

On completion of the course candidates will be able to demonstrate:

- Understanding of Service Management as a practice
- Understanding of the Service Lifecycle
- Knowledge and understanding of the Key Principles and Models within the best practice Lifecycle
- Awareness of the Key Concepts within the best practice Lifecycle
- Awareness of selected Processes
- Awareness of associated selected Roles within the Processes
- Awareness of selected Functions
- Awareness of the Technology and Architecture required to implement a best practice approach to Service Management
- The ability to give examples of data or products that are exchanged between ITIL® processes
- Awareness of the ITIL® Version 3 Qualification scheme

This course provides opportunity to take the Version 3 Foundation certificate

3 Days

£900

Scheduled Dates @ Stevenage

Code	June	July	Aug	Sept	Oct	Nov
Skills46	-	-	17-19	14-16	-	16-18

ITIL® Foundation Bridging course Version 2 - Version 3 SKILLS61

WHO SHOULD ATTEND: This course is aimed at existing holders of the ITIL Foundation Certificate from earlier ITIL versions who want to quickly gain a good overview of the new content of ITIL version 3 and achieve the ITIL Foundation Bridging Certificate in IT Service Management.

PRE-REQUISITES: Candidates must be holders of the ITIL® V2 Foundation Certificate. On attending the course please ensure you provide documented evidence that you have passed previous versions of the ITIL Foundation Certificate, by either presenting your certificate (or a copy of your certificate) to the course lecturer. If you cannot provide the physical certificate, then as a minimum you must provide the certificate number. If the exam board was not ISEB, you must also provide the name of the examination board who issued the certificate. Failure to this will result in you exam results being withheld by the exam accreditation body until proof of accreditation has been provided.

EXAM REQUIREMENTS: The ITIL® Foundation v3 Bridging course highlights the new topics in ITIL version 3 and the main differences from earlier ITIL® versions.

Delegates will gain knowledge and understanding of:

- The V3 Service Lifecycle and other new concepts
- Awareness of the new processes and functions:
 - Service Management as a practice
 - Service Lifecycle
 - Key Principles and Models
 - Generic Concepts
 - Selected Processes
 - Selected Roles
 - Selected Functions
 - Technology and Architecture
 - ITIL Qualification scheme
- The differences between version 2 and version 3
- How to prepare for the Foundation Bridge Examination

**Please contact our sales team for
course dates**

2 Days

£700

ITIL® Practitioner Courses Version 2

Comprehensive courses in particular ITIL® disciplines, leading to ISEB accreditation

WHO SHOULD ATTEND: These courses are designed for those already working in the relevant discipline, who would like to broaden their knowledge of the subject and wish to gain a suitable qualification to demonstrate their level of competence, ability and knowledge of the subject.

The courses are intended to promote ITIL® 'Best Practice' in the particular discipline, and allow the course attendees the opportunity to explore all aspects of it in detail, through a series of lectures and interactive exercises.

PRE-REQUISITES: Attendees must have already passed the ITIL® Foundation Certificate in IT Service Management (Version 2), and should ideally have at least one years experience working in the relevant discipline.

EXAMINATION: Each course concludes with a one and a quarter hour written assignment (essay style) and a one-hour closed-book multiple-choice paper consisting of 25 questions. Both papers will be based on a Case Study and a set of discipline specific appendices. Delegates must achieve a minimum of 50% in each exam, and a combined overall total of 65%.

All qualifications associated to this course description are relating to version 2 of the best practice framework

WHO SHOULD ATTEND: The examination for the Foundation Certificate in IT Service Management based on ITIL® is intended for:

- Employees involved in IT Infrastructure management who are required to work within processes that are, or will be, organised according to the ITIL® best practice framework
- Candidates who wish to progress further to the Practitioner or Manager s Certificate in IT Service Management or to certification in the area of ISO 20000. The Foundation Certificate in IT Service Management is a prerequisite for the Practitioner or Managers Certificate in IT Service Management

PRE-REQUISITES: None, although there is a recommendation that candidates for the examination have some experience of IT.

EXAM REQUIREMENTS: The candidate has understanding of the importance of IT services and the IT infrastructure to an organisation. The candidate can indicate the importance of a systematic approach to the management of an IT Infrastructure:

- to the customers of IT services
- to the suppliers of IT services

The process-based approach to the business organization. The candidate can:

- name the benefits of the description of processes in an organisation
- distinguish between processes and organizational units
- indicate which elements are absolutely necessary in a process description

The ITIL® processes involved in the management of the IT infrastructure and their interrelationships

- | | | |
|--|-----------------------|------------------------------------|
| • Incident Management | • Problem Management | • Change Management |
| • Configuration Management | • Release Management | • Service Level Management |
| • Availability Management | • Capacity Management | • IT Service Continuity Management |
| • Financial Management for IT Services | | • and the function Service Desk |

THE CANDIDATE WILL HAVE BEEN GIVEN THE SKILLS TO:

- distinguish the objectives, the activities and the results of the various ITIL® processes
- describe the interrelationships between the ITIL® processes
- give examples of data or products that are exchanged between ITIL® processes

This course provides opportunity to take the Version 2 Foundation certificate

3 Days

£850

Service Level Management Practitioner Certificate SKILLS47

Pre-Requisites & Exam Information Please see Page 5

At the end of this course the candidate will be able to demonstrate:

- An understanding of the importance of good Customer relationships
- How to plan for the implementation of Service Level Management
- How to compile and maintain a Service Catalogue
- How to identify Service Level Requirements (SLRs)
- The ability to construct a suitable structure and format for Service Level Agreements (SLAs)
- The skills required to negotiate and agree SLAs with Customers and Operational Level Agreements (OLAs) with the internal IT service providers
- How to monitor, review and report on service performance against SLA and OLA targets
- How to implement and manage Service Improvement Plans (SIPs)
- The ability to evaluate and review SLAs and OLAs
- A knowledge of key performance indicators to improve the Service Level Management process
- An understanding of the interdependencies between Service Level
- Management and other IT Service Management processes
- How to achieve the benefits of establishing a Service Level Management process, whilst at the same time avoid the problems and minimise risks

3 Days

£950

Course Dates available on Request

Capacity Management Practitioner Certificate SKILLS48

Pre-Requisites & Exam Information Please see Page 5

At the end of this course the candidate will be able to demonstrate:

- The ability to plan for the implementation of Capacity Management
- How to define, implement and manage the following activities: collect, store and analyse capacity and performance data, produce and interpret performance and capacity reports, monitor and optimise the use of IT resources
- How to explain and use techniques for ensuring that IT capacity is aligned to current and future business requirements
- An awareness of the support tools and techniques available for the implementation of Capacity Management and be able to indicate how improvements can be made
- How to analyse capacity related incidents, problems and statistics to determine trends, identify weak areas and propose resolutions to reduce the number of incidents, by proactively identifying and preventing possible problems associated with performance and capacity
- How to prepare and distribute Capacity Management reports and plans throughout the organisation
- The ability to assess and determine the impact of new technology on the infrastructure and services
- How to co-ordinate, schedule, target and focus capacity management resources
- An understanding of the key interdependencies

3 Days

£950

**Full Agendas are available on request.
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email Sales@oa-learning.co.uk or visit our
website www.oa-learning.co.uk**

Problem Management Practitioner Certificate SKILLS49

Pre-Requisites & Exam Information Please see Page 5

At the end of this course the candidate will be able to demonstrate:

- The definition of Incident Management's relationship to Problem Management: matching incidents to known errors and outstanding problems
- Understanding of the Problem Management process, and description of Problem and Error Control activities
- Understanding of how to establish proactive Problem Management within an organisation
- The role of Availability Management in Problem Management
- Change Management's relationship to Problem Management: establishing a cost benefit and establishing permanent structural solutions
- The definition of the various sub-activities within both reactive and proactive Problem Management
- The use of Problem Management Metrics and Management Information within an organisation
- How to improve existing Problem Management functionality through Service Improvement initiatives
- Understanding of a variety of Problem Management techniques for root cause analysis including, Kepner and Tregoe, Brainstorming, Trend Analysis and I Shikawa
- How to plan, monitor and report on the effectiveness and efficiency of Problem Management

3 Days

£950

Course dates available on request

Change Management Practitioner Certificate SKILLS50

Pre-Requisites & Exam Information Please see Page 5

At the end of this course the candidate will be able to demonstrate:

- Ability to plan for the implementation of Change Management
- Knowledge of prioritising and assessing the impact, cost, benefit and risk of proposed changes
- How to organise the Request For Change (RFC) authorisation process
- The requirements for preparation and management of the Change Advisory Board (CAB) meetings
- How changes are managed through their lifecycle
- How the production and management of the Forward Schedule of Change (FSC) is achieved
- Ability to define and agree change models and standard changes
- Knowledge of building, testing and implementation of authorised changes
- Understanding of the responsibilities for the co-ordination of the back-out of failed changes
- Awareness of the support tools and techniques available for the implementation of Change Management and ability to indicate how improvements can be made
- Ability to prepare for Change Management reports for distribution throughout the organisation and monitor and report on the major metrics of the change process
- Understanding of the interdependencies between Change Management and other IT and Service Management processes.

3 Days

£950

Service Desk and Incident Management Practitioner Certificate SKILLS51

Pre-Requisites & Exam Information Please see Page 5

At the end of this course the candidate will be able to demonstrate:

- Ability to plan for the implementation of the Service Desk and Incident Management
- Ability to develop and improve the Customer and Business focus of the Service Desk
- Knowledge of the interdependencies between Incident Management and the other IT Service Management processes
- Awareness of the support tools and techniques used within the ServiceDesk and Incident Management
- Knowledge of the Incident lifecycle
- Ability to prepare Incident Management reports for distribution throughout the organisation
- Prevention of Incidents through the analysis of Incident statistics and reports determining trends, identifying areas of weakness and the proposal of resolutions

3 Days

£950

Course dates available on request

Configuration Management Practitioner Certificate SKILLS52

Pre-Requisites & Exam Information Please see Page 5

At the end of this course the candidate will be able to demonstrate:

- Understanding of the role of Configuration Management and its importance to the organisation
- Understanding of the interfaces between Configuration Management and the other IT and Service Management processes
- How to plan for the implementation of Configuration Management
- How to define, agree and manage a Configuration Management process
- Understanding of the requirements to design, plan, manage and maintain a Configuration Management Database
- Understanding of the requirement to define and agree Configuration Item types
- How to define and manage Configuration Items (CIs) throughout their lifecycle
- Awareness of relevant Support Tools and their ability to develop and support Configuration Management
- Understanding of Configuration Management Information, Reporting, Metrics and Critical Success factors

3 Days

£950

Full Agendas are available on request.
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website www.oa-learning.co.uk

Availability Management Practitioner Certificate SKILLS53

Pre-Requisites & Exam Information Please see Page 5

At the end of this course the candidate will be able to demonstrate:

- An understanding of the relationship between business and Availability Management
- How to propose an overall IT infrastructure design to meet availability requirements
- The ability to advise on IT equipment and services
- How to evaluate and calculate availability
- How maintenance activities can be managed
- The skills and knowledge to translate the availability specifications of IT components into quality criteria
- An understanding of how to improve work processes to manage an IT infrastructure
- How to produce and deliver reports to general management, Service Level Management, and customers of the IT organisation
- The ability to propose improvements, based on results of monitoring and/or reviews
- An understanding of all key activities, measures (KPIs), benefits and critical success factors for each process
- An understanding of the interfaces and relationships between availability management and each of the other key processes

3 Days

£950

Course dates available on request

Financial Management for IT Practitioner Certificate SKILLS54

Pre-Requisites & Exam Information Please see Page 5

At the end of this course the candidate will be able to demonstrate:

- The purpose and objectives of Financial Management for IT Services and the benefits it will bring to an organisation
- How to plan for the implementation of Financial Management for IT Services and provide solutions for the typical problems that will be encountered
- Understanding of how to define and agree cost types
- How to prepare and maintain a cost model
- Understanding of the importance of good investment appraisal
- A to negotiate and agree Charging Policies with the customer and the IT providers
- How to implement and manage the process for Service Billing
- How to prepare Finance reports for distribution throughout the IT organisation
- How to analyse reports and statistics to determine identify and propose ways to improve cost efficiency across IT Services
- How to evaluate and review the FMITS processes
- Understanding of the interdependencies between Financial Management for IT Services and other process areas and the business

3 Days

£950

ITIL® Managers Certificate Version 2 SKILLS55

WHO SHOULD ATTEND: The courses will be of benefit to IT professionals who either:

- hold responsible positions in IT service provision or
 - require a knowledge of the interface between, and management reporting procedures within the service provision functions or are considering implementing all or part of the IT Infrastructure Library
- or
- are considering implementing a quality management system within the IT service provision area conforming to ISO 9000/BS 5750.

STRUCTURE:

The examination consists of two three-hour papers.

One paper is Service Support and one is Service Delivery. There are five compulsory questions on each linked to a case study circulated in advance.

The pass rate is 50% (per paper)

ENTRY CRITERIA:

The training courses are suitable for candidates who meet the minimum criteria:

- Holder of the Foundation Certificate in IT Service Management
- IT practitioner/supervisor with a least five years' general IT experience and at least two years experience at a management/supervisory level
- Responsibility for taking substantial technical decisions affecting the support or delivery of IT services
- The ability to communicate effectively with managers, subordinates, colleagues, users and customers at all levels of seniority. The skills required by an individual taking the examination are Knowledge of the ITIL® Service Support and Service Delivery books
- The student is able to identify, analyse and assess the IT Service Management processes within an organisation
- The student is able to design an organisational structure to support the management and use of IT Service Management processes
- The student is able to describe the IT Service Management functions and processes, how they interrelate and how they should be applied
- The student possesses the skills to audit and assess the operation of the IT Service Management functions in any given organisation
- The student possesses the skills to make recommendations regarding the improvement or enhancement of IT Service Management processes
- The student possesses the effective written communications skills required to be IT Service Manager or consultant
- The student possesses the interactive communication skills required to be IT Service Manager or consultant

Dates and price on request

ISO/IEC 20000 Consultancy Certificate SKILLS56

WHO SHOULD ATTEND:

The course is aimed at experienced IT Service Management practitioners whose roles and responsibilities include preparing internal and/or external organisations for the adoption of ISO/IEC 20000.

ENTRY CRITERIA:

Delegates should have at least five years of relevant IT experience and at least three years Service Management experience. The delegate must have attained, at minimum, the ISEB/EXIN Foundation Certificate in IT Service Management.

PROFESSIONAL QUALIFICATION:

The qualification is based on a 1-hour closed book multiple-choice examination and a 1-hour in-course assignment. Typically, the examination is taken at the end of the course. Successful delegates will be awarded the itSMF ISO20000 Consultant Certificate.

OBJECTIVES:

- To provide an understanding of the ISO20000 Standard and associated itSMF certification process
- To provide guidance in assessing an organisations' readiness for ISO20000
- To provide guidance on preparing organisations for ISO20000 Certification
- To prepare delegates for the itSMF ISO20000 Consultant Certificate

CONTENT:

The course will include: Overview of the ISO20000 Service Management standard Introduction and background

The certification scheme

- | | |
|---|---|
| <ul style="list-style-type: none"> • Use and application of the standard (Part 1 and Part 2) • Assessments and audits • Role of toolsets • Eligibility and scoping • Co-ordination and integration processes • Requirements for a Management System • Planning and implementing service management • Planning and implementing new and changed services | <p>Resolution, control and release processes (Service Support)</p> <ul style="list-style-type: none"> • Incident Management • Problem Management • Configuration Management • Change Management |
| <p>Service Delivery processes</p> <ul style="list-style-type: none"> • Service Level Management • Capacity Management • Service Continuity and Availability Management • Budgeting and Accounting for IT Services • Service Reporting | <p>Relationship processes</p> <ul style="list-style-type: none"> • Business Relationship Management • Supplier Management • Candidate assessment • Assignments • Mock Exams |

**Course Dates available
on Request**

3 Days

£950

DOCUMENTATION:

In addition to a course hand-out, delegates are issued with:

- IT Service Management Specification for Service Management (ISO/IEC 20000-1:2005)
- IT Service Management Code of Practice for Service Management (ISO/IEC 20000-2:2005)
- ISO20000 © - a pocket guide

V3 Lifecycle / Capability Intermediate Stream

PRE-REQUISITES: Possession of ITIL V3 Foundation Certificates or ITIL V2 Foundation plus Bridging Certificate – on attending the course please ensure you provide documented evidence that you have passed either the ITIL Version 3 Foundation or the V2 to V3 Foundation bridging course by either presenting your certificate (or a copy of your certificate) to the course lecturer.

If you cannot provide the physical certificate, then as a minimum you must provide the certificate number. If the exam board was not ISEB, you must also provide the name of the examination board who issued the certificate. Failure to this will result in you exam results being withheld by the exam accreditation body until proof of accreditation has been provided.

If you have lost your certificate or you do not have a record of your certificate number please contact ISEB directly before attending the course. ISEB can be contacted on the following number 01793 417655.

Thank-you for your co-operation.

EXAMINATIONS: The exam is gradient, scenario based multi-choice. There are 8 questions to be completed in 90 minutes. Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark and one which is a distracter and achieves no marks. The pass mark is 28 marks from 40 (70%).

SKILLS64	V3 Intermediate Service Strategy Course
SKILLS65	V3 Intermediate Service Design Course
SKILLS66	V3 Intermediate Service Transition Course
SKILLS67	V3 Intermediate Service Operation Course
SKILLS68	V3 Intermediate Continual Service Improvement Course
SKILLS69	V3 Intermediate Operational Support and Analysis Course
SKILLS70	V3 Intermediate Release Control and Validation Course
SKILLS71	V3 Intermediate Service Offerings and Agreements Course
SKILLS72	V3 Intermediate Planning, Protection and Optimisation Course
SKILLS73	V3 Intermediate Managing Across the Lifecycle Course

Service Strategy Course V3 Intermediate SKILLS64

Pre-Requisites & Exam Information Please see Page 13

The ITIL® Lifecycle Certificate in Service Strategy Course is one of the five modules that fit into the lifecycle stream for ITIL® Version 3 certification. The course is intended to provide the holders of the ITIL® Foundation certificate in IT Service Management with a practical level of proficiency in the management of the Service Strategy stage of the Service Lifecycle and to test and validate this knowledge in the associated exam and certification.

Delegates will gain competencies in the following elements of Service Strategy:

- Service Strategy Principles
- Defining Services and Market Spaces
- Conducting Strategic Assessments
- Financial Management
- Service Portfolio Management
- Managing Demand
- Driving Strategy Through the Service Lifecycle
- Understanding Critical Success Factors and Risks

THE PROGRAMME IS TARGETTED AT:

- IT professionals working in roles associated with strategic planning
- Individuals in leadership roles that are engaged in managing and coordinating activities within the Service Lifecycle and who are responsible for integrating these activities into a strategic framework
- Individuals who have attained the V3 ITIL Foundation certificate in Service Management, or the V3 Foundation Bridge certificate and who wish to advance to higher level ITIL certifications
- Individuals who require a practical understanding of the Service Strategy processes and how they may be used to enhance the quality of IT service within an organisation

The main focus of the course is covered by the Service Strategy volume of the IT Infrastructure Library® (ITIL®) Version 3.

The course comprises of lecture sessions, facilitated assignments and exercises and a practice examination. The course includes a 90 minute examination of 8 multiple choice, gradient scored questions with a pass mark of 70% (28/40).

4 Days

£950

Service Design Course V3 Intermediate SKILLS65

Pre-Requisites & Exam Information Please see Page 13

The ITIL® Lifecycle in Service Design Course is one of the five courses that fit into the lifecycle stream for ITIL® Version 3 certification. This certification is intended to enable the holders of the ITIL® Foundation certificate in IT Service Management to acquire the skills needed to have a comprehensive understanding of the processes and roles described in the Service Design element of the Service Management lifecycle.

The course provides the delegates with an in-depth understanding of the following:

- Service Design Principles
- Service Catalogue Management
- Service Level Management
- Availability Management
- Capacity Management
- Process implementation and On-going Improvement
- IT Service Continuity Management
- Information Security Management
- Supplier Management
- Tools and Technology

THE PROGRAMME IS TARGETTED AT:

- Individuals who have attained the V3 ITIL Foundation certificate in Service Management, or the V3 Foundation Bridge certificate and who wish to advance to higher level ITIL certifications
- Individuals who require a practical understanding of the Service Design processes and how they may be used to enhance the quality of IT service within an organisation
- Operational staff involved in Service Catalogue Management, Service Level Management, Capacity Management, Availability Management, IT Service Continuity Management, Information Security Management, and Supplier Management, who wish to enhance their role-based capabilities

The main focus of the course is covered by the Service Design volume of the IT Infrastructure Library® (ITIL®) Version 3. The course includes a 90 minute examination of 8 multiple choice, gradient scored questions with a pass mark of 70% (28/40).

4 Days

£950

Service Transition Course V3 Intermediate SKILLS66

Pre-Requisites & Exam Information Please see Page 13

The ITIL Service Transition Certificate Course is one of five lifecycle courses that fit into the intermediate stream for ITIL Version 3 certification. It is a free-standing qualification but it is also a module contributing to the ITIL Expert in IT Service Management Certificate. This certification is aimed at people involved with the management and control of Service Transition and, as such, does not cover process details in great depth. (For that level of information see the ITIL Expert Qualification: Release, Control and Validation Certificate) The Service Transition Course provides information to enable delegates to gain competencies in:

- Service Transition Principles
- Service Transition Processes
- Common Service Transition Activities
- Organising Service Transition: Functions
- Technology Considerations
- Implementation Considerations
- Challenges, Critical Success Factors and Risks

THE PROGRAMME IS TARGETTED AT:

- Individuals who have attained the V3 ITIL Foundation certificate in Service Management, or the V3 Foundation Bridging certificate and who wish to advance to higher level ITIL certifications including ITIL Expert and ITIL Master
- Individuals who require a understanding of Service Transition and how it enhances the quality of IT service within an organisation
- Anyone involved in the ongoing management, coordination or integration of Transitional activities within the Service Lifecycle

The main focus of the course is covered by the Service Transition volume of the IT Infrastructure Library (ITIL) Version 3.

The core volume of Service Transition provides guidance on moving new and changed services from design part of the Service Lifecycle to operational part of that cycle.

The course comprises of lecture sessions, facilitated assignments and exercises and a practice examination.

This is a 4 Day Course which includes a 90 minute examination of 8 multiple choice, gradient scored questions with a pass mark of 70% (28/40).

4 Days

£950

Service Operation Course V3 Intermediate SKILLS67

Pre-Requisites & Exam Information Please see Page 13

The ITIL Service Operation Certificate Course is one of five lifecycle courses that fit into the intermediate stream for ITIL Version 3 certification. It is a free-standing qualification but it is also a module contributing to the ITIL Expert in IT Service Management Certificate. This certification is aimed at people involved with the management and control of Service Operation and, as such, does not cover process details in great depth. (For that level of information see the ITIL Expert Qualification: Operational Support and Analysis Certificate) The Service Operation Course provides information to enable delegates to gain competencies in:

- Service Operations Principles
- Service Operation Processes
- Common Service Operation Activities
- Organising Service Operation: Functions
- Technology Considerations
- Implementation Considerations
- Challenges, Critical Success Factors and Risks

THE PROGRAMME IS TARGETTED AT:

- Individuals who have attained the V3 ITIL Foundation certificate in Service Management, or the V3 Foundation Bridging certificate and who wish to advance to higher level ITIL certifications
- Individuals who require a understanding of Service Operation and how it enhances the quality of IT service within an organisation
- Anyone involved in the ongoing management, coordination or integration of operational activities within the Service Lifecycle

The main focus of the course is covered by the Service Operation volume of the IT Infrastructure Library (ITIL) Version 3.

The core volume of Service Operation provides guidance on the day to day management of the ICT Infrastructure. It is also contributes to the Service Management Lifecycle for carrying out those processes which contribute to the optimisation of the services provided.

The course comprises of lecture sessions, facilitated assignments and exercises and a practice examination. This course which includes a 90 minute examination of 8 multiple choice, gradient scored questions with a pass mark of 70% (28/40).

4 Days

£950

**Full Agendas are available on request.
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website www.oa-learning.co.uk**

Pre-Requisites & Exam Information Please see Page 13

The ITIL® Lifecycle in Continual Service Improvement Certificate is one of five courses that fit into the lifecycle stream of the ITIL® Version 3 certification

This certification is intended to enable the holders of the ITIL® Foundation certificate in IT Service Management to acquire the skills needed to begin the practical application of the concepts, covered by this course, in support of the Service Management lifecycle.

The Continual Service Improvement Course covers the management and control of the activities and techniques within the Continual Service Improvement stage, but not the detail of each of the supporting processes.

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Introduction to Continual Service Improvement
- Continual Service Improvement Principles and Process
- Continual Service Improvement Methods and Techniques
- Organisation for Continual Service Improvement
- Technology for Continual Service Improvement
- Implementation Considerations
- Critical success factors and risk involved in Continual Service Improvement.

The program is targeted at:

- Individuals who require a detailed understanding of the ITIL Continual Service Improvement phase of the ITIL core lifecycle and how it may be implemented to enhance the quality of IT service provision within an organisation.
- IT professionals working within or about to enter a Continual Service Improvement environment and requiring a detailed understanding of the processes, functions and activities involved.
- Individuals seeking the ITIL Expert in IT Service Management for which this qualification is one of the prerequisite modules. Individuals seeking progress towards the ITIL Master if IT Service Management for which the ITIL Expert is a prerequisite.

The Course Profile

The course is comprised of lecture sessions, facilitated assignments and exercises and a practice examination.

This is a 4 Day Course which includes a 90 Minute Examination of 8 Multiple choice, gradient scored questions with a Pass Mark of 70% (28/40).

4 Days

£950

Operational Support and Analysis Course V3 Intermediate

Pre-Requisites & Exam Information Please see Page 13

The ITIL Certificate in Operational Support and Analysis (OSA) Course is one of the four courses that fit into the capability stream for ITIL Version 3 certification.

This certification is intended to enable the holders of the ITIL Foundation certificate in IT Service Management to acquire the skills needed to begin the practical application of the concepts, covered by this course, in support of the Service Management lifecycle.

The Operational Support and Analysis Course provides in-depth practical advice and guidance on process structure, roles, functions and activities that will enable role focused capability and competency in relation to:

- Event Management
- Incident Management
- Request Fulfilment
- Problem Management
- Access Management
- The Service Desk
- Technical Management
- IT Operations Management
- Application functions

THE PROGRAMME IS TARGETTED AT:

- Individuals who have attained the V3 ITIL Foundation certificate in Service Management, or the V3 Foundation Bridge certificate and who wish to advance to higher level ITIL certifications
- Individuals who require a practical understanding of the Operational Support and Analysis processes and how they may be used to enhance the quality of IT service within an organisation
- Operational staff involved in Event Management, Incident Management, Request Fulfilment, Problem Management, Access Management and the Service Desk, Technical Management, IT Operations Management and Application functions who wish to enhance their role-based capabilities

The main focus of the course is covered by the Service Operation volume of the IT Infrastructure Library (ITIL) Version 3.

The core volume of Service Operation provides guidance on the day to day management of the ICT Infrastructure. It also contributes to the Service Management Lifecycle for carrying out those processes which contribute to the optimisation of the services provided.

The course is comprised of lecture sessions, facilitated assignments and exercises and a practice examination.

5 Days

£1,750

Release Control and Validation Course V3 Intermediate SKILLS70

Pre-Requisites & Exam Information Please see Page 13

The ITIL Certificate in Release, Control and Validation (RCV) Course is one of the four courses that fit into the capability stream for ITIL Version 3 certification. This certification is intended to enable the holders of the ITIL Foundation certificate in IT Service Management to acquire the skills needed to begin the practical application of the concepts covered by this course in support of the Service Management lifecycle.

The Release, Control and Validation Course provides in-depth practical advice and guidance on process structure, roles, functions and activities that will enable role focused capability and competency in relation to:

- Change Management
- Release and Deployment Management,
- Service Validation and Testing
- Service Asset and Configuration Management
- Request Fulfilment
- Service Evaluation
- Knowledge Management

THE PROGRAMME IS TARGETTED AT:

- Individuals who have attained the V3 ITIL Foundation certificate in Service Management, or the V3 Foundation Bridge certificate and who wish to advance to higher level ITIL certifications
- Individuals who require a practical understanding of the Release, Control and Validation processes and how they may be used to enhance the quality of IT service within an organisation
- Operational staff involved in Change Management, Release and Deployment Management, Service Validation and Testing, Service Asset and Configuration Management, Request Fulfilment, Service Evaluation and Knowledge Management who wish to enhance their role-based capabilities

It is accredited by, and follows the syllabus specified by, the APM Group (www.apmggroup.co.uk). The main focus of the course is covered by the Service Transition volume of the IT Infrastructure Library (ITIL) Version 3. The core volume of Service Transition provides guidance on managing change along with risk and quality whilst ensuring IT Operations can manage those changes within the context of the ICT Infrastructure.

5 Days

£1,750

Service Offerings and Agreements Course V3 Intermediate SKILLS71

Pre-Requisites & Exam Information Please see Page 13

The ITIL Certificate in Service Offerings and Agreement (SOA) Course is one of the four courses that fit into the capability stream for ITIL Version 3 certification. This certification is intended to enable the holders of the ITIL Foundation certificate in IT Service Management to acquire the skills needed to begin the practical application of the concepts, covered by this course, in support of the Service Management lifecycle.

The Service Offerings and Agreements Course provides in-depth practical advice and guidance on process structure, roles, functions and activities that will enable role focused capability and competency in relation to:

- Service Portfolio Management
- Service Catalogue Management
- Service Level Management
- Demand Management
- Supplier Management
- Financial Management
- Business Relationship Management

THE PROGRAMME IS TARGETTED AT:

- Individuals who have attained the V3 ITIL Foundation certificate in Service Management, or the V3 Foundation Bridge certificate and who wish to advance to higher level ITIL certifications
- Individuals who require a practical understanding of the Service Offerings and Agreement processes and how they may be used to enhance the quality of IT service within an organisation
- Operational staff involved in Service Portfolio Management; Service Catalogue Management; Service Level Management; Demand Management; Supplier Management; Financial Management and Business Relationship Management who wish to enhance their role-based capabilities. It is accredited by, and follows the syllabus specified by the APM Group (www.apmggroup.co.uk).

The main focus of the course is covered by the Service Strategy & Service Design volumes of the IT Infrastructure Library (ITIL) Version 3.

THE COURSE PROFILE:

The course is comprised of lecture sessions, facilitated assignments and exercises and a practice examination. This course includes a 90 Minute Examination of 8 Multiple choice, gradient scored questions with a Pass Mark of 70% (28/40).

5 Days

£1,750

**Full Agendas are available on request.
Please contact our sales team: 01438 747897,
email Sales@oa-learning.co.uk or visit our
website www.oa-learning.co.uk**

Planning, Protection and Optimisation Course V3 Intermediate SKILLS72

Pre-Requisites & Exam Information Please see Page 13

The ITIL® Certificate in Planning, Protection and Optimisation (PPO) Course is one of the four courses that fit into the capability stream for ITIL® Version 3 certification.

This certification is intended to enable the holders of the ITIL® Foundation certificate in IT Service Management to acquire the skills needed to begin the practical application of the concepts, covered by this course, in support of the Service Management lifecycle.

The Planning, Protection and Optimisation Course provides in-depth practical advice and guidance on process structure, roles, functions and activities that will enable role focused capability and competency in relation to:-

- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management,
- Demand Management
- Risk Management

The program is targeted at:

- Individuals who have attained the V3 ITIL Foundation certificate in Service Management, or the V3 Foundation Bridge certificate and who wish to advance to higher level ITIL certifications
- Individuals who require a practical understanding of the Planning, Protection and Optimisation processes and how they may be used to enhance the quality of IT service within an organisation
- Operational staff involved in Capacity Management, Availability Management, IT Service Continuity Management, Information Security Management, Demand Management, and Risk Management who wish to enhance their role-based capabilities

It is accredited by, and follows the syllabus specified by the APM Group (www.apmgroup.co.uk).

The main focus of the course is covered by the Service Design volume of the IT Infrastructure Library® (ITIL®) Version 3.

The core volume of Service Design provides guidance on the design of new or changed services for introduction into the live environment.

The course is comprised of lecture sessions, facilitated assignments and exercises and a practice examination.

This is a 5 Day Course which includes a 90 Minute Examination of 8 Multiple choice, gradient scored questions with a Pass Mark of 70% (28/40).

5 Days

£1,750

Managing Across the Lifecycle Course V3 Intermediate SKILLS73

Pre-Requisites & Exam Information Please see Page 13

This certificate completes the Lifecycle and Capability Streams by focusing on the ancillary knowledge required to implement the lifecycle and manage the necessary skills associated with the use of the lifecycle practices.

This certificate is required in order to be awarded the ITSM Expert Certificate and can only be taken once a delegate has amassed 17 credits.

Successful completion of this module will provide the delegate with the final 5 credits required for the ITIL ITSM Expert Certificate

Topics covered include:

- Introduction to IT service management business and managerial issues
- Managing the planning and implementation of IT service management
- Management of strategic change
- Risk management
- Managerial functions
- Understanding organisational challenges
- Lifecycle project assessment
- Understanding complementary industry guidance

PRE-REQUISITES: On attending the course please ensure you provide documented evidence that you have achieved a minimum of 17 credits from any combination of ITIL v3 units OR a combination of v2 Practitioner and v3 units, including an ITIL Foundation Certificate in IT Service Management or v2 to v3 bridge equivalent. If you cannot provide the physical certificates, then as a minimum you must provide the certificate numbers. If you have lost your certificates or you do not have a record of your certificate numbers please contact ISEB directly before attending the course. ISEB can be contacted on the following number 01793 417655. Thank-you for your co-operation.

The Course Profile





The course is comprised of lecture sessions, facilitated assignments and exercises and a practice examination.


This is a 5 Day Course which includes a 90 Minute Examination of 8 Multiple choice, gradient scored questions with a Pass Mark of 70% (28/40).

5 Days

£1,750

HOW TO BOOK

-  Telephone 01438 747897
-  Web www.oa-learning.co.uk
-  email to sales@oa-learning.co.uk
-  By Post or fax using the booking form overleaf to:

OA-Learning Ltd
The White House
3 High Street
Stevenage
Hertfordshire
SG1 3BG
-  Fax 01438 842104

Terms and Conditions

COURSE BOOKING – OFFICE ACADEMY LIMITED OR CUSTOMERS PREMISES

Please note that all bookings will be considered firm unless we are specifically requested to treat them as provisional - in which case you have until 10 days prior to the course to confirm or cancel.

Provisional bookings that have not been cancelled will thereafter be considered to be definite.

CONSULTANCY BOOKING

Unless otherwise agreed by the Client, fees will be charged at an agreed daily rate based on a working day of 9am - 5pm with one hour for lunch.

If Office Academy staff working on the clients' premises find that facilities or access to equipment are insufficient, Office Academy Ltd. reserves the right not to perform the agreed service and charge the client a reasonable fee for any time wasted.

Please note that all bookings for consultancy or development work will be considered firm unless we are specifically requested to treat them as provisional - in which case you have until 10 days prior to the booked date to confirm or cancel. Provisional bookings that have not been cancelled will thereafter be considered to be definite.

CANCELLATION

If an application course, consultancy or development day is cancelled then the following conditions apply.

- If a course is cancelled between 5 and 10 clear working days before the booked date, 50% of the course fee will be chargeable.
- For cancellations less than 5 clear working days before the booked date, the full fee will be charged.
- Delegate substitution for course attendees can be made at any time without incurring a cost penalty.

TECHNICAL COURSES - If a technical course is cancelled then the following conditions apply:

- There is no charge if 21 clear working days notice of cancellation or movement of a course is given.
- If between 16 and 20 clear working days notice is given 50% of the course fee is payable.
- If between 15 clear working days and the course date notice is given then the full cost of the course is payable.

All cancellations must be confirmed in writing.

ALL COURSES

- Transfer to another course or date will incur the full cost of the new course
- Delegate substitution for course attendees can be made at any time without incurring a cost penalty.

PAYMENT TERMS

Payment is due within 7 days from date of invoice issue. Office Academy Ltd reserves the right to apply an interest charge of the prevailing Barclays Bank base rate plus 3% on outstanding invoices.

LIMITATION OF LIABILITY

The liability of Office Academy Limited hereunder for loss or damage including consequential or indirect loss or damage to the Client shall in no circumstances whatsoever exceed the total of the fees paid hereunder up to the time any claim is proved or admitted by Office Academy Limited as a result of such loss or damage whether such liability arises in contract or in tort as a result of negligence, misrepresentation, breach of duty or howsoever caused. The limitation of liability referred to herein shall not apply so as to restrict Office Academy Limited liability or death or personal injury resulting from Office Academy Limited negligence.

NON SOLICITATION CLAUSE

If during the period of the contract, or within 6 months of the termination of the contract, staff employed or contracted by Office Academy Limited enter direct employment or contract with the customer, or that such staff are engaged to do work for the customer through a third party, the customer agrees to pay the company an introduction fee of 25% of the staff's initial salary, or £4,000, whichever is the greater.

**Office Academy Limited
trading as OA - Learning**

OA-Learning Course Booking Form	
Name of Person Making Booking	
Job Title	
Department	
Company Name	
Address	
Telephone Number	
E-mail Address	
Fax Number	
OA Course Code and Title	
Date of Course	
Course Cost	
Names of Delegates	
Delegate 1	
Delegate 2	
Delegate 3	
Purchase Order Number (If applicable)	
Invoice Details (if different from above)	
Please sign to confirm you have read and accepted our Terms and Conditions	
Signature	
Date	

Please check and complete any missing information,
 sign and return this booking form to confirm your order
 Fax: (01438) 842104 - e-mail sales@OA-learning.co.uk