

ITIL V3



Lucid IT

Conversion Workshop

■ Sydney 17th July ■ Canberra 23rd July ■ Perth 24th July ■ Melbourne 26th July ■ Brisbane 26th July

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

This interactive one-day workshop will provide you with a solid understanding of ITIL V3, where it differs from ITIL V2 and more importantly what ITIL V3 has to offer your organisation. It will help you to decide if and how to best utilise ITIL V3 for your organisation.

Course Content

The morning session will focus on ITIL V3 content.

ITIL V3 – What's New?

The main differences between ITIL V2 and ITIL V3, but also, what is the same?

The Service Lifecycle

The new ITIL Service Lifecycle and how the different phases are interrelated.

Key Principles and Processes

For each of the phases in the ITIL V3 service life cycle (Service Strategies, Service Design, Service Transition, Service Operation, and Continual Service Improvement) we will cover:

- Main goal and objectives
- Business value
- Key principles
- Included processes

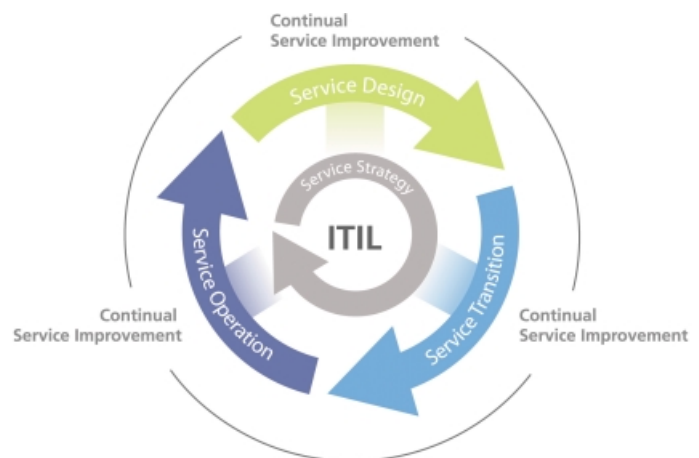
ITIL V3 Roadmap

The afternoon session will be highly interactive. Working with peers, participants will look at their organisation to determine if and how ITIL V3 can help to make further improvements. The outcome will be an ITIL V3 roadmap for your organisation.

- Discussion on the impact ITIL V3 has on your current process maturity and on any current ITIL initiatives
- Should you transition to ITIL V3 or stay with V2?
- ITIL V3 - Costs and benefits
- Developing your ITIL V3 roadmap

Who Should Attend

Anybody who implements and/or currently works with ITIL, in particular: process owners, key stakeholders, ITIL project managers and consultants.



Pre-requisites

Understanding of ITIL V2, preferably ITIL certified.

Fee

Price per participant is \$350, excluding GST.

Register

www.alctraining.com.au/itilv3

ITIL adopts a greater business focus for IT because IT assets are integrated with the Business Strategy and Business Outcomes

ITIL V3 recognises IT as a Strategic Business Unit operating in a competitive market that must therefore focus as much on business benefits and marketing as it does on costs, risk management, and project and service delivery

A strategic view is taken of IT assets so that they are deployed to create value through the delivery of IT services to customers