

ITIL Practitioner Release and Control

New "Cluster" Certificate combining:

- ✓ Change Management
- ✓ Release Management
- ✓ Configuration Management

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 Change Management, Release Management and Configuration Management have been combined into the one qualification collectively named Release and Control.

In this 5-day course learn how to implement, manage and optimise the CRC processes in your organisation 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.

Leads to the ITIL Practitioner Certificate: Release and Control

Kuala Lumpur

See Website Schedule

for Current Dates



A Member of
The ALC Group

ITIL Practitioner

Change, Release & Configuration Management

This practitioner course 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, complemented by an effective Configuration Management process. It is aimed at optimising 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.

Course work is completed in one five-day session during which participants will learn how to effectively implement, manage and optimise the Release and Control 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 Change and Release Management framework, using Configuration Management as a critical component.
- 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.
- Take and pass the exam for the Practitioner's Certificate in Release and Control.

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 instructor lead with limited class size. 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 assignments.

Course Instructor



This course is presented by ALC in association with Lucid IT, 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. Lucid IT brings to bear a practical, holistic approach towards process implementation with a strong focus on the delivery of results using best practices such as ITIL, MOF, Prince2, Kotter and Balanced Scorecard.

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 ALC for a quotation and to discuss your requirements. Telephone (03) 2169 6145 or email learn@alctraining.com.my

ITIL Practitioner – The Next Step For ITIL Professionals

The new ITIL "Cluster" Practitioner Certificates represent an important step for anyone serious about ITIL. Until now the choices have been very limited. Past the entry-level Foundation Certificate you could do individual Practitioner Certificates - there are at least 10 of them, a cumbersome and unattractive option. Or else you could take on the ITIL Manager's Certificate - a heavyweight qualification too daunting for most, with 11 days of training and six hours of written exams.

The new "Cluster" Practitioner Certificates provide an ideal "in between" solution for many ITIL professionals. By grouping individual Practitioner modules according to functionality they provide Certifications that are both relevant and substantial. Training is completed in 5 days, which includes a 2-hour multiple-choice exam. For more details about ITIL "Cluster" Practitioner please email learn@alctraining.com.my

Course Contents

1 Introduction to ITIL Release and Control

- Overview of ITIL framework
- High level Release and Control process relationships – Why, What, How
- Benefits

2 Change Management

- Change cycle
- Change Management process activities
- Process Performance Indicators
- The Change Advisory Board Meeting
- Change and Project Management
- Optimising the Change Management process
- Change Management Tools and Tool requirements
- Best Practice Implementation of Change Management

3 Configuration Management

- Setting up the Configuration Management Database
- Configuration Management process activities
- Setting up a Configuration Plan
- License Control
- Reporting
- Process relationships & Communication framework
- Optimising the Configuration Management process
- Tool specification for Configuration Management
- Best Practice Implementation of Configuration Management

4 Release Management

- Release methods
- Process inputs and outputs
- Release Management activities
- Defining a Release policy
- Release and Change Management
- Roles and Responsibilities
- Relationship with Application Management
- Release Management implementation guidelines

5 Implementation of Release and Control

- Implementation framework
- Creating a business case

6 Process Maintenance and Improvement

- Process optimisation approach
- Monitor and optimise
- Plan and conduct audits
- Process governance

7 Other Standards

- AS8015, AS8018, Six Sigma

8 Release and Control Simulation

- 15 days of the Release and Control in a simulated environment
- Practice managing and organising the process in simulated environment
- Practice optimising the processes in a simulated environment
- Understanding of interfaces and relationships between the processes
- Understanding of the information flows between processes

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 – Release & Control* 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

ITIL Education Program

ALC offers a comprehensive training program in ITIL at all levels – Foundation, Practitioner and Masters. Our courses are taught by leading practitioners with extensive “real world” experience. You don't get just the theory.

ITIL Essentials

This 3-day 'flagship' course is the ideal starting point for anyone interested in ITIL. It provides a comprehensive insight into all ITIL processes and leads to the Foundation Certificate in IT Service Management

ITIL V3 Foundation Bridging Course

One-day course provides a solid understanding of ITIL V3, where it differs from ITIL V2, and more importantly what ITIL V3 has to offer your organisation. The course prepares you for the Foundation Bridging Exam.

IT Service Manager Masters Course

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

ITIL Practitioner: Release and Control

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

ITIL Practitioner: Support and Restore

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

ITIL Practitioner: Agree and Define

Five-day course replaces the independent Service Level Management and Financial Management Practitioner Courses. You will learn how to implement, manage and optimise the Agree and Define processes in an organisation through interactive classroom training.

ITIL Practitioner: Plan and Improve

Five-day course replaces the independent Availability, Capacity and IT Service Continuity Management Practitioner Courses. You will learn how to implement, manage and optimise the Plan and Improve processes in an organisation through interactive classroom training.

For more information please contact ALC
learn@alctraining.com.my

HOW TO REGISTER

1.

Register Online
www.alctraining.com.my
2.

Send your details by email
learn@alctraining.com.my
3.

Fax the Enrolment Form below to:
Fax: (03) 2178 4118
4.

Any queries please call Customer Service
Tel: (03) 2169 6145
5.

Post the completed Enrolment Form to:
ALC Training Sdn Bhd
 Level 36 Menara Citibank, 165 Jalan Ampang
 50450 Kuala Lumpur

COURSE DETAILS

FEES: (per delegate) **RM 7900**
 ITIL Practitioner Course + Exam
 See website schedule for current dates.

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 website.

COURSE INFORMATION: The course is held from 9.00am to 5.00pm with registration from 8.30am on the first day. Upon enrolment you will be sent a confirmation letter giving full details.

TERMS: The course is of limited class size. To ensure admission, fees must be paid in advance or else an official Purchase Order Number must be supplied. Fees include tuition, lunch, coffee breaks and all course materials. An invoice will be forwarded to you upon receipt of enrolment.

CANCELLATIONS: Cancellations will be accepted up to 5 working days before the course. After that time no refunds can be given but substitutions can be sent at any time.

ENROLMENT FORM

- ITIL Practitioner: Release and Control

A Member of The ALC Group

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

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

TRACK CODE: A B C D R

Organisation: _____

Address: _____

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

1. Cheque payable to *ALC Training Sdn Bhd* 2. Purchase Order No.: _____

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