



*"flexible learning solutions"*



# **Nouri Associates' 2007 Education Catalog**

**Classroom, Blended  
and eLearning Course  
Products & Services**

ITIL, MOF, ISO 20000, COBIT

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## **Nouri Associates, Inc. (NAI)**

### **Achieving leadership through adoption of IT Best Practices**

NAI is a leading provider of training and consulting solutions in the area of **IT management and control best practices**. NAI delivers innovative methodologies and learning solutions and offers a comprehensive portfolio of Blended, eLearning and Classroom training programs to corporations, governments and individuals worldwide.

NAI focuses on well known IT process frameworks which organizations use to develop competent and world-class IT organizations. NAI's focus areas include:

- IT Service Management (ISO 20000 & ITIL Best Practices)
- Software Development and Systems Integration (CMMI Best Practices)
- Project Management (PMBOK and PRINCE2 Best Practices)
- IT Governance and Control (COBIT)
- Applied IT Service Management Frameworks (MOF – Microsoft Operations Framework)

NAI recognizes the need to develop an individual's competency in order for the organization at large to have the required organizational knowledge and competence to succeed and deliver. Each training course offered within the NAI portfolio is a part of a competency portfolio required by both the individual and the organization.

NAI training solutions are localized and are available in several languages including Japanese, Chinese, German, Spanish, Portuguese, Dutch and French to ensure the effectiveness of the solutions for individuals worldwide.

### **Domain Expertise**

NAI offers the most comprehensive portfolio of training solutions across the well known frameworks like **ITIL/ITSM, CMMI, PMBOK, COBIT, ISO 20000, MOF** etc. These training solutions have been used by several hundred well known companies to train several thousand IT professionals and to attain visible and sustainable cost savings and service quality improvements within their IT organizations. Several NAI training solutions are available in Chinese, Japanese and German.

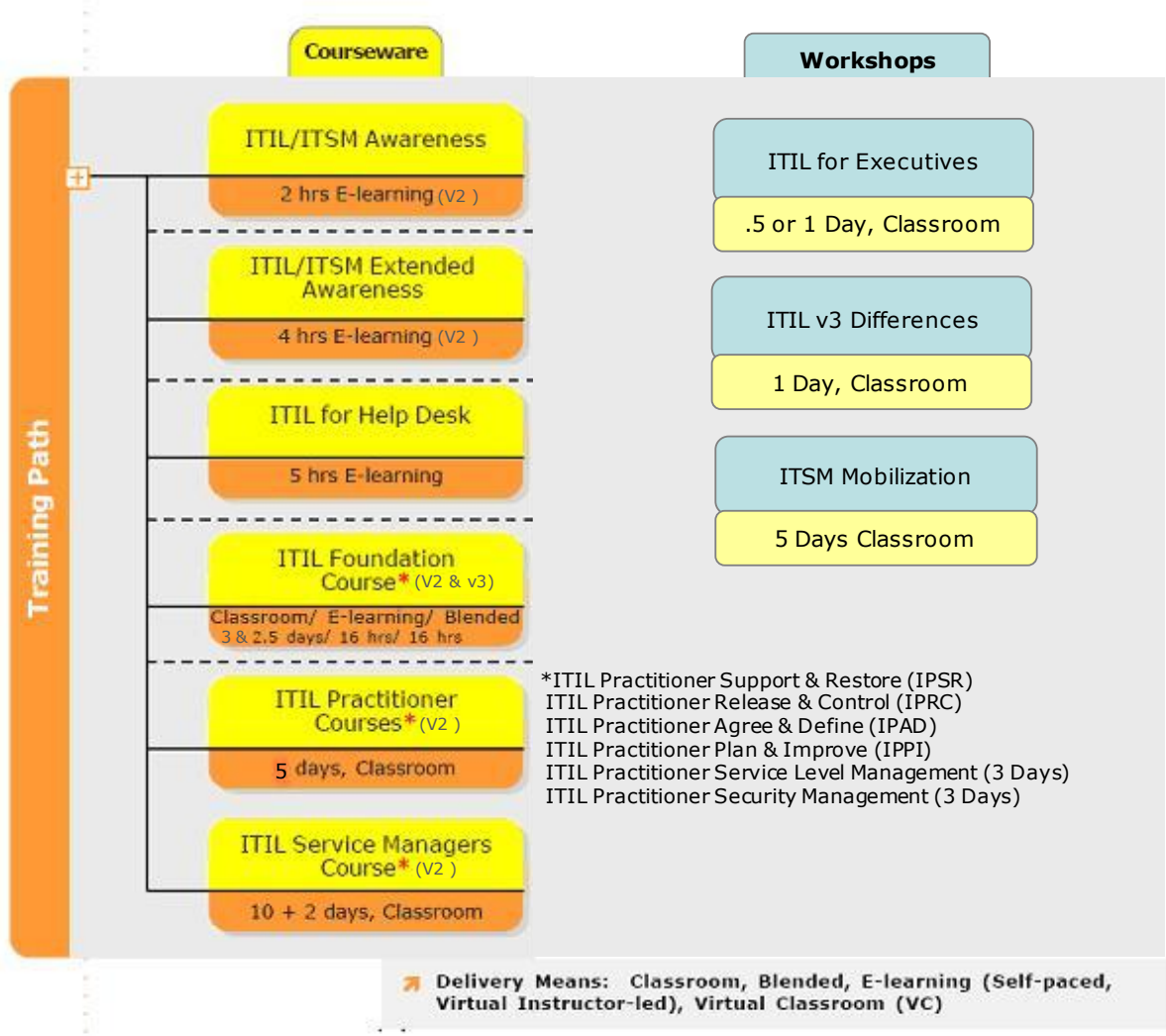
### **Global Delivery Capability**

With certified trainers in 50 locations across 20 countries, NAI offers its corporate clients access to a global network of delivery partners. NAI's trainers can deliver trainings in multiple languages. NAI offers its products in eight languages: English, Chinese (Mandarin), French, German, Japanese, Portuguese, Spanish, and Dutch. Through its multilanguage capability and global delivery network, NAI enables global organizations to rapidly deploy training programs to their operations across the globe, in the local language.





## ITIL/ITSM Courseware



**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. Owing to 2 decades of constant revision, these best practices have become a de-facto standard for IT departments with all kinds of organizations. These best practices cover key service management processes such as Incident Management, Problem Management, Release Management, Change Management, Service Level Management, Financial Management, Service Continuity Management, Availability & Capacity Management and so on. ITIL also recommends the concept of a Service Desk – designed to improve the function of the conventional Help Desk. The core ITIL guidelines are currently available in a series of 8 books.

NAI’s ITIL courses take an intensive IT Process Competence training solutions approach. The courses provide the learner with the essentials of the best practices of ITIL processes adopted worldwide. NAI delivers the courses as a customizable and integrated training program to enable a knowledge driven learning process.



## ITIL / ITSM Awareness

**Certification: None**  
**Duration: 2 Hours**  
**Course Delivery: Self Paced e-learning**

Language	Course ID
English	ITL1010
German	ITLG1010
Japanese	ITLJ1010
Chinese	ITLC1010

### 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 eLearning**

Language	Course ID
English	ITL1011
German	ITLG1011
Japanese	ITLJ1011
Chinese	ITLC1011

### 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 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: .5 or 1 Day**  
**Course Delivery: Classroom (Instruction, Facilitation and Discussion)**

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 to 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
- Overhead projector, white board, flip chart



## ITIL for Help Desk Agents

**Certification: None**  
**Duration: 5 Hours**  
**Course Delivery: Self Paced eLearning**

Language	Course ID
English	ITL1013
German	ITLG1013
Japanese	ITLJ1013
Chinese	ITLC1013

### 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 -

ITIL for Help Desk Agents is designed to give the IT help-desk and support staff an overview of ITIL and IT Service Management, and an introduction to the key ITIL processes.

### Audience -

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

### Audience -

Technical Help Desk staff/Personnel, Help Desk Analysts, Customer Support 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 eLearning**

Language	Course ID
English	ITL1014
German	ITLG1014
Japanese	ITLJ1014
Chinese	ITLC1014

### Course Introduction -

The self paced 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 - Instructor Led

**Certification: EXIN**

**Duration: 16 Hours**

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

Language	Course ID
English	ITL1016
German	ITLG1016
Japanese	ITLJ1016
Chinese	ITLC1016

### Course Introduction -

The ITIL Foundation Course - Instructor-led provides you with an experienced ITIL Masters 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 the student 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

**Certification: EXIN**  
**Duration: 2.5 Days**  
**Course Delivery: Classroom (In-class eLearning and Case Study)**

Language	Course ID
English	ITL1020
German	ITLG1020
Japanese	ITLJ1020
Chinese	ITIC1020

### 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, NAI 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 NAI uses a blend of quality instructors and a virtual case study to introduce the learners to key ITIL processes. NAI combines 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 Course – Blended Course

**Certification: EXIN/ISEB**

**Duration: 1 Day**

**Course Delivery: Classroom and Instructor-Led eLearning**

Language	Course ID
English	ITL1021
German	ITLG1021
Japanese	ITLJ1021
Chinese	ITLC1021

### Course Introduction -

This blended course introduces the learners to ITIL, ITSM and the key processes, which are part of the ITIL Best Practices Framework, and leads to ITIL Foundation Certificate. This course allows flexibility for the learners to take most of the course at their own time, but with the support of the instructor and a classroom day.

### Course Description -

This 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.

The model behind the blended ITIL Foundation Course revolves around the concept of taking the best of both worlds (classroom, and e-learning). As a student you can learn about the concepts of the ITIL Framework at your own comfortable pace through e-learning. During your study period you will be supported by a virtual instructor who you will learn to know at the first interactive audio conference session. After you have completed the online modules everyone in the class comes together in a physical classroom setting to discuss any problems encountered, and to work together on case studies and prepare for the exam.

### Audience -

IT Support Staff, IT Consultants, Key Business Users, and 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 - 16 participants
- Classroom with a horse shoe seating
- Overhead projector, white board, flip chart
- Pre-agreed learning path (for example 3 days or 4 weeks)
- Participation in one prescheduled virtual classroom sessions of 1 hour
- Audio conferencing facility (made available by customer)
- Computer (Pentium IV, Internet Explorer 5.x, Cookies enabled, Macromedia Flash Player 6.0, 1024X768 pixel resolution) with Broadband Internet connection

### Course/Student Material -

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

\* Self paced e-learning with prescheduled instructor interactions.





## ITIL Version 3 Foundation Course

**Certification: EXIN**  
**Duration: 3 Days**  
**Course Delivery: Classroom**

Language	Course ID
English	ITL1022

### Course Introduction -

IT Infrastructure Library (ITIL) is a collection of Best Practices for the management and delivery of IT services and IT infrastructure. Because of decades of constant revision, these Best Practices have become a de-facto standard for the IT departments of all types of organizations. These Best Practices are presented in a service lifecycle model, including Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement.

### Course Description -

This exciting and dynamic 3-day course introduces learners to the lifecycle of managing IT services to deliver to business expectations, as well as an engaging, case study based approach to learning the core disciplines of the ITIL best practice. This course also positions the student to successfully complete the associated exam required for entry into the future ITIL Version 3 intermediate level training courses. 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.

The ITIL Version 3 best practice is composed of five core disciplines: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement. These disciplines represent a service life cycle framework that further enhances alignment to the business while demonstrating business value, ROI and enabling IT to solve specific operational needs.

### Audience -

IT Management, IT Support Staff, IT Consultants, Business Managers, Business Process Owners, IT Developers, Service Providers, System Integrators

### Learning Objectives -

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

- Identify the key principles and concepts of IT Service Management.
- Identify the benefits of implementing ITIL in an organization.
- Identify the Service Management processes and how they map to the Service Lifecycle.
- Identify the basic concepts and definitions related to the Service Lifecycle.
- Identify the activities and roles involved with the Service Lifecycle.
- Identify the relationship of each component of the Service Lifecycle and how they map to other components.
- Identify the factors that affect the effectiveness of the Service Lifecycle.

### Course Organization Logistics -

- Classroom with U-shaped seating arrangement
- Whiteboard, projector, flipchart
- 25 students maximum

### Course/Student Material -

- Copy of visual aids used in the classroom





## ITIL Version 3 Differences Overview Course

**Certification: None**  
**Duration: 1 Day**  
**Course Delivery: Classroom**

Language	Course ID
English	ITL1023

### Course Introduction -

IT Infrastructure Library (ITIL) is a collection of Best Practices for the management and delivery of IT services and IT infrastructure. Because of decades of constant revision, these Best Practices have become a de-facto standard for the IT departments of all types of organizations. In v3 of ITIL, these Best Practices are presented in a service lifecycle model, including Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement.

### Course Description -

This 1-day overview workshop introduces learners to the lifecycle of managing IT services to deliver to business expectations. This course provides you with a focused overview of the new and modified processes and topics in ITIL V3. The course is intended for those who are already certified in ITIL Version 2 and are well-versed in ITIL v2's terminology and processes.

The ITIL Version 3 best practice is composed of five core disciplines: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement. These disciplines represent a service life cycle framework that further enhances alignment to the business while demonstrating business value, ROI and enabling IT to solve specific operational needs.

### Audience -

IT Management, IT Support Staff, IT Consultants, Business Managers, Business Process Owners, IT Developers, Service Providers, System Integrators.

### Prerequisites -

- ITIL v2 Foundation Certificate

### Learning Objectives -

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

- Become familiar with the new key ITIL definitions and what has changed in V3
- Identify the key principles and concepts of IT Service Management.
- Identify the benefits of implementing ITIL in an organization.
- Identify the basic concepts and definitions related to the Service Lifecycle.
- Identify the key differences in processes as compared to v2.
- Review the structure, components and processes of the five core ITIL v3 books
- Understand ITIL's service lifecycle approach and its five key stages

### Course Organization Logistics -

- Classroom with U-shaped seating arrangement
- Whiteboard, projector, flipchart
- 25 students maximum

### Course/Student Material -

- Copy of visual aids used in the classroom



## ITIL Foundation Exam Preparation Guide

**Certification: None**  
**Duration: 2 Hours**  
**Course Delivery: Self Paced eLearning**

Language	Course ID
English	ITL1025
German	ITLG1025
Japanese	ITLJ1025
Chinese	ITLC1025

### 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



## 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 -

- 6 – 16 participants
- 1 breakout 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, LCD projector, white board, flip chart





## 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 will 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 -

- 6 – 16 participants
- 1 breakout 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, LCD projector, white board, flip chart





## ITIL Practitioner Support & Restore Course (IPSR)

**Certification: EXIN**  
**Duration: 5 Days**  
**Course Delivery: Classroom / Workshop**

Language	Course ID
English	ITL1036

### Course Introduction -

This course replaces 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 student should have at least two years practical experience in the field of Incident Management/Service Desk/Problem management
- Learners must successfully complete 3 practical assignments during the course

### 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 & IT
- 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 -

- 6 – 16 participants
- 1 breakout 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, LCD projector, white board, flip chart



## ITIL Practitioner Release & Control Course (IPRC)

**Certification: EXIN**  
**Duration: 5 Days**  
**Course Delivery: Classroom / Workshop**

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 -

- 6 – 16 participants
- 1 breakout 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, LCD projector, white board, flip chart



## ITIL Practitioner Agree and Define Course (IPAD)

**Certification: EXIN**  
**Duration: 5 Days**  
**Course Delivery: Classroom / Workshop**

Language	Course ID
English	ITL1041

### Course Introduction -

This course replaces the independent Service Level Management and Financial Management Practitioner Courses. In five days you will learn how to implement, manage and optimize the customer interactions and financial 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 defining customer requirements, turning those into Service Specification sheets, developing a Service Catalog, SLAs and a Service Improvement Program. You will also focus on implementation and management of the processes involved in IT budgeting, Accounting and Charging.

### 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 effective Service Level Management function within the organization.
- Take and pass the exam for the Practitioner's Certificate in Agree and Define
- Understand best practices for developing customer service level requirements, turning those into Service Specification sheet and a service Catalog, and developing a SLA and a Service Improvement Program.
- Understand best practices for developing an effective IT budgeting, accounting and charging process for the organization.

### 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 -

- 6 – 16 participants
- 1 breakout 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, LCD projector, white board, flip chart



## ITIL Practitioner Plan & Improve Course (IPPI)

**Certification: EXIN**  
**Duration: 5 Days**  
**Course Delivery: Classroom / Workshop**

Language	Course ID
English	ITL1042

### Course Introduction -

This course replaces the independent Availability, Service Continuity and Capacity Management Practitioner Courses. In five days you will learn how to implement, manage and optimize the Availability, Service Continuity and Capacity Management 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 designing the desired uptime and availability into your services, recover services within an agreed to time scale in case of a disaster and deliver just the right capacity and resources at the right time aligned with business demand and requirements.

### 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 design, develop, and deploy the right level of availability and capacity for your IT related services.
- Take and pass the exam for the Practitioner's Certificate in Plan and Improve
- Understand best practices for understanding and designing the right level of availability and recoverability for your services, recover your services within the agreed to time scales in case of a disaster or crisis, and delivery just the right capacity at the right time in order to meet the business requirements.

### 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 -

- 6 – 16 participants
- 1 breakout 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, LCD projector, white board, flip chart



## ITIL Service Manager Course

**Certification: ITIL Service Managers Certificate**  
**Duration: 10+2+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 student's 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 of experience as manager or consultant in the field of IT management.
- Learner must successfully pass in-course assessment conducted by trainer.

### 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 -

- 6-16 participants
- Participants should have ITIL Foundation certificate and 2 years of work experience
- Classroom with a horse shoe seating, overhead projector, white board, flip charts
- Pre-agreed learning path (for example 5 + 5 + 2 days spread over 3 months)
- 2 Breakout rooms and audio conferencing facility (made available by customer)
- Participation in one prescheduled virtual classroom session of 1 hour





## ITIL Certification Examination



## EXIN Examination – ITIL Foundation

**Certification: EXIN**  
**Duration: 60 Mins**  
**Course Delivery: Online – Time Bound Assessment**

Language	Course ID
English	ITL2010
German	ITLG2010
Japanese	ITLJ2010
Chinese	ITLC2010

### Course Introduction -

NAI 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. NAI 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 NAI.

### 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.

### Prerequisite 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

**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

### Prerequisite knowledge, skills and practical experience -

- Foundation Certificate in IT Service Management
- Practical experience in the process

### 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 Hours**  
**Course Delivery: 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. NAI 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 participated / completed 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.

### Prerequisites

- ITIL Foundation Certificate
- 2 years of relevant work experience



## **ITIL/ITSM Consulting Workshops**



## ITSM Mobilization Workshop

**Certification: None**  
**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 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 -

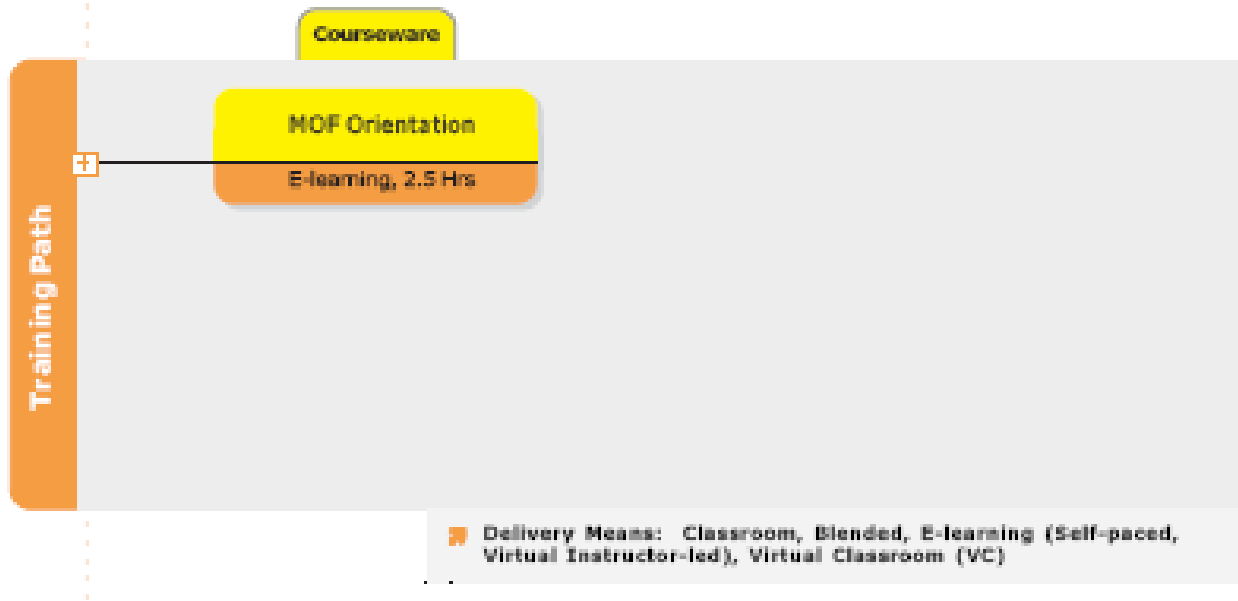
Each student receives copies of the visual aids used

### Course Organization Logistics -

- Up to 16 participants
- 2 break out rooms
- Classroom with a horse shoe seating
- LCD projector, white board, flipchart
- Venue setting preferably outside the office location



## MOF Courseware



### Microsoft Operations Framework

A widespread use of Microsoft's enterprise server platforms in mission-critical production computer systems is on the increase globally. This situation has created both a need as well as a demand for established process guidelines in operating and managing these server platforms cost-effectively. In order to maximize the enterprisewide operations manageability and to enable organizations in leveraging their IT Systems, Microsoft created MOF.

Choosing the IT Infrastructure Library (ITIL) best practices as its foundation, the MOF model goes a step further to enhance ITIL's collaborative industry standards with guidance in technology specific operation management domain.

Through a collection of best practices, principles and models, MOF provides technical guidance that enables organizations to achieve mission-critical system reliability, availability, supportability, and manageability of Microsoft products and technologies.

The MOF model also provides operational guidance in the form of white papers, operations guides, assessment tools, best practices, case studies, templates, support tools, and services. The model addresses the people, process, technology, and management issues pertaining to complex, distributed and heterogeneous IT environments.



## Microsoft Operations Framework Orientation – Self Paced

**Certification: None**  
**Duration: 2.5 Hours**  
**Course Delivery: Self Paced eLearning**

Language	Course ID
English	MOF1000

### Course Introduction -

The 2.5-hour long MOF Orientation Course aims to introduce the Microsoft Operations Framework (MOF) and evaluate the impact of MOF on enterprise IT service management strategies.

### Course Description -

MOF Orientation Course introduces the Microsoft Operations Framework in direct relation to IT Service Management (ITSM). The course enables you to evaluate MOF's impact on an enterprise's process competence and its IT Service Management strategies. MOF offers an insight to the importance of IT as a service for business sustenance, the growth and global acceptance of ITSM principles. The course introduces MOF as a framework for ITSM and explores MOF's relationship with ITIL, the globally well-known framework for managing and delivering IT services. The course analyzes where MOF 'fits' as an ITSM framework or equally appropriately, as a 'quality' based ITSM framework within an organization.

### Audience -

IT Managers, IT Service Personnel, IT Support Staff, Call Center/Help Desk Agents, IT Consultants, Key Business Managers/Users (Senior, Divisional & Specialists)

### Learning Objectives -

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

- Recognize the importance of IT Service Management for every organization dependent on IT services
- Define MOF and outline its key principles
- Recognize the business relevance of MOF and why MOF implementation imperative for organizations that use Microsoft technologies for delivering mission critical services
- Identify the benefits of MOF implementation for an organization
- Develop a business case for implementing MOF in an IT organization
- Understand the working of the key MOF models and 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



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## ISO20000 Courseware



## ISO 20000

ISO 20000 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.

ISO 20000 is aligned with and complementary to the process approach defined within the IT Infrastructure Library (ITIL) from The Office of Government Commerce (OGC).

ISO 20000 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.

**ISO 20000-1:2005 '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.

**ISO 20000-2:2005 '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 ISO 20000-1. The code of Practice will be of particular use to organizations preparing to be audited against ISO 20000-1 or planning service improvements.

TRAINING PATH
Requirements for ISO/IEC 20000 + Achieving ISO/IEC 20000
3 Days, Classroom
Requirements for ISO/IEC 20000 Certification
5 Hrs, E-Learning
Achieving ISO/IEC 20000
2 Days, Classroom (Workshop)
ISO/IEC 20000 for Auditors
2 Days, Classroom (Workshop)
ISO/IEC 20000 Auditors Exam
1 Hr, Paper-Based
ISO/IEC 20000 for Consultants
3 Days, Classroom (Workshop)
ISO/IEC 20000 Consultants Exam
2 Hrs, Paper-Based



## Requirements for ISO 20000 Certification (eLearning)

**Certification: None**  
**Duration: 5 Hours**  
**Course Delivery: Self Paced eLearning**

Language	Course ID
English	ISO1010

### Course Introduction -

The Requirements for ISO 20000 Certification course provides you with an overview of the publications and ISO 20000 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 ISO 20000 standard and all it's 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 ISO 20000 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 ISO 20000 processes
- Understand the implementation route to achieve ISO 20000
- Know relationships between the different Service Management processes
- Understand what ISO 20000 means in a practical, real world, perspective

### Student material -

ISO 20000 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 ISO 20000 Certification (Virtual Tutor)

**Certification: None**

**Duration: 5 Hours**

**Course Delivery: Instructor Led eLearning / Virtual Classroom**

Language	Course ID
English	ISO1011

### Course Introduction -

The Requirements for ISO 20000 Certification course provides you with an overview of the publications and ISO 20000 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 ISO 20000 standard and all it's 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 ISO 20000 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 ISO 20000 processes
- Understand the implementation route to achieve ISO 20000
- Know relationships between the different Service Management processes
- Understand what ISO 20000 means in a practical, real world, perspective

### Student material -

ISO 20000 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 ISO 20000 Certification (Classroom)

**Certification: None**  
**Duration: 1 Day**  
**Course Delivery: Classroom**

Language	Course ID
English	ISO1020

### Course Introduction -

The Requirements for ISO 20000 Certification course provides you with an overview of the publications and ISO 20000 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 ISO 20000 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 ISO 20000 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 ISO 20000 processes.
- Understand the implementation route to achieve ISO 20000.
- Know relationships between the different Service Management processes.
- Understand what ISO 20000 means in a practical, real world perspective.

### Student material -

ISO 20000 student material package  
Students will also receive a copy of the visual aids used in the classroom

### Reference Material

Required reference material for the class to be made available by the training organizer for students during the classroom training:

- ISO/IEC 20000-1: Information technology Service management - Part 1: Specification

### Course Organization Logistics -

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



## Achieving ISO 20000 Certification

**Certification: None**  
**Duration: 2 Days**  
**Course Delivery: Classroom Workshop**

Language	Course ID
English	ISO1021

### Course Introduction -

Achieving ISO 20000 certification is an intensive case study oriented 2 day workshop. The workshop is designed for those involved in the ISO 20000 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 ISO 20000 certification, how to plan for ISO 20000 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 ISO 20000.

### Audience -

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

### Prerequisite -

The attendees to this course must have attended the 'Requirements for ISO 20000 Certification' Course.

### Learning Objectives -

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

- Understand the benefits of achieving ISO 20000 certification
- Assess where you are now and what needs to be done to achieve certification
- Define your path towards implementation of ISO 20000
- Define the relationships between the different Service Management processes
- Understand what is required for ISO 20000 Audit
- Scope an implementation program for ISO 20000
- Understand the approaches to achieving ISO 20000
- Understand the requirements of ISO 20000 -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
- LCD projector, white board, flip chart
- Venue setting preferably outside the office location
- 1 break out room





## ISO20000 for Auditors plus Certification Exam

**Certification: None**  
**Duration: 2 Days**  
**Course Delivery: Classroom Workshop**

Language	Course ID
English	ISO1023

### Course Description -

The ISO/IEC 20000 Auditors course is a 2-day classroom training relevant for professionals who play a role in auditing the ISO/IEC 20000 standard. This course is designed for professionals and certified auditors who would like to learn how to perform auditing activities as either internal or external auditors based on the ISO/IEC 20000 standard. At the end of the 2-day classroom training, the ITSMF certification exam, which is a multiple-choice exam, can be taken. This training does not cover audit techniques or the issues involved in preparing an organization for an audit.

The certificate is awarded to candidates passing the relevant examination, which can only be taken as part of an accredited training course. The course covers the interpretation and application of the ISO/IEC 20000 standard. The exam consists of a closed-book, 25-question, multiple-choice, paper-based test. To pass, candidates must answer 18 or more questions correctly.

### Audience -

IT service providers, IT service managers, and IT auditors involved in the implementation of ISO 20000

### Prerequisite -

- A certified ISO 9000, BS 7799, or Ticket auditor; it is the responsibility of the training provider to ensure that the candidates hold one of these certificates before they take the training course
- An IT auditor with at least 3 years' general IT auditing experience
- The ability to communicate effectively with managers, subordinates, colleagues, users, and customers

Note: Although it is not a prerequisite, participants who hold the ITIL Service Management Foundation certificate will have an advantage.

### Learning Objectives -

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

- Identify the objectives and major content of IT Service Management processes within the scope of ISO/IEC 20000.
- Identify the core processes of the ISO/IEC 20000 standard.
- Describe the key activities and requirements of each process involved.
- Identify the requirements of the overall Service Management system and plan.

### Student material -

Participants will be provided with a manual containing a copy of classroom visual aids and assignments. Course material required for the course and made available by NAI:

- ISO/IEC 20000-1:2005 IT Service Management: Specification for Service Management
- ISO/IEC 20000-2:2005 IT Service Management: Code of Practice for Service Management.

### Course Organization Logistics -

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





## ISO20000 for Consultants plus Certification Exam

**Certification: None**  
**Duration: 3 Days**  
**Course Delivery: Classroom Workshop**

Language	Course ID
English	ISO1024

### Course Introduction -

ISO 20000 for Consultants is an intensive case study oriented 3 days workshop designed for internal auditors and consultants who play a role in the ISO 20000 implementation or in providing support around ISO 20000 implementations. Practical examples and real life case studies are used to guide you through the implementation route and prepare you to conduct a ISO 20000 assessment or audit.

### Course Description -

This interactive workshop leading to ISO 20000 consultant's examination is designed to provide a basic level of knowledge in the ISO 20000 IT Service Management standard and its application. It is aimed at practicing IT Consultants who wish to assist organizations to prepare for certification under the itSMF's ISO 20000 Certification Scheme. The course covers the interpretation and application of the ISO 20000 standard and enables consultants to develop the Service Management capability of an organization and assess its readiness for certification within the itSMF's ISO 20000 Certification Scheme. Internal auditors involved in preparing an organization for ISO 20000 Certification may find this course more appropriate than the Auditor course. The exam will be conducted at the end of the training.

### Audience -

IT Consultants, Quality Consultants, IT Service Providers, IT Service Managers, IT Auditors involved in the implementation of ISO 20000.

### Prerequisite -

Candidate must hold the ITIL Foundations certificate, and be either an IT practitioner or manager with at least five years' general IT experience and at least three year's experience in an IT Service Management environment either as a practitioner, supervisor or manager or Service Management consultant with at least five years general IT experience and at least three years experience in Service Management processes or projects.

### Learning Objectives -

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

- Understand the benefits of achieving ISO 20000 certification
- Define your path towards implementation of ISO 20000
- Define 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 ISO 20000 implementation perspective
- Understand what is required for ISO 20000 Audit.

### Student material -

Students will be provided with a manual containing a copy of the classroom visual aids, assignments, sample exam and a feedback form.

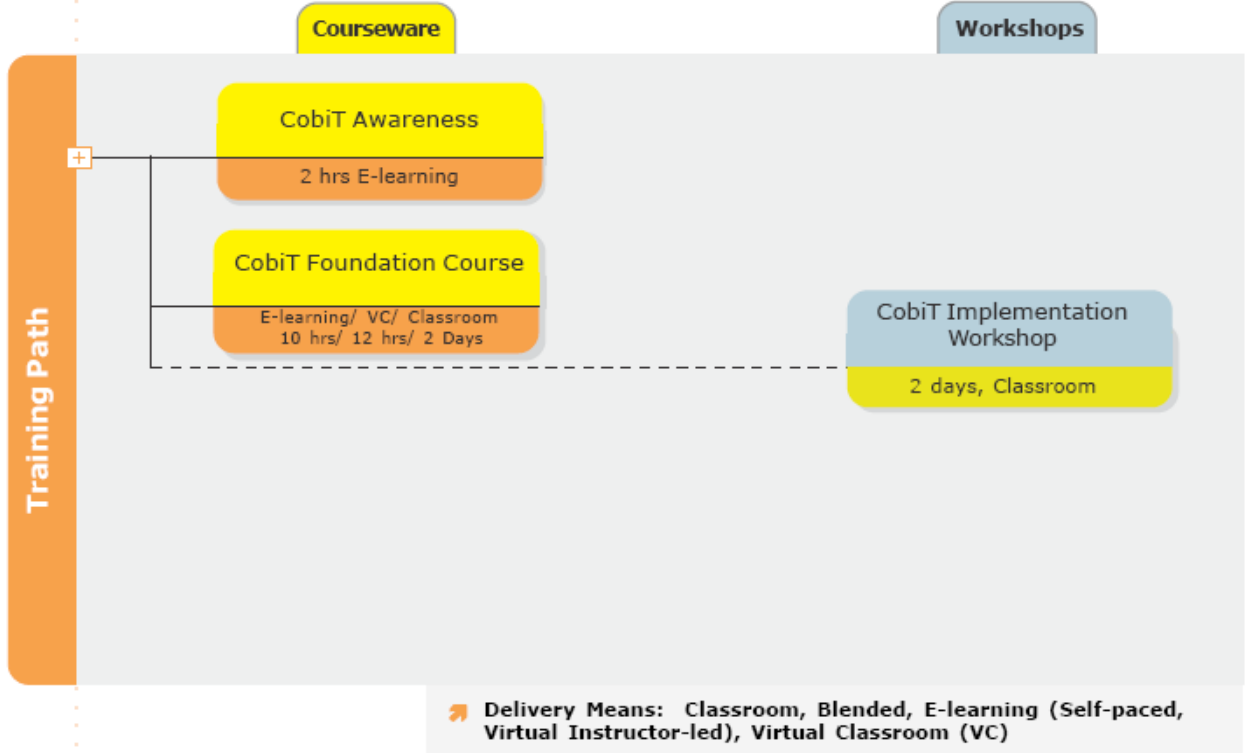
### Course Organization Logistics -

- 6-16 participants, U Shape classroom, LCD projector, white board, flip chart





## **COBIT Courseware**



## COBIT

COBIT stands for Control Objectives for Information and related Technology. It is a governance and control framework with guidance that focuses on "What needs to be achieved" rather than "How to achieve."

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

COBIT, issued by the IT Governance Institute and now in its third edition, is increasingly internationally accepted as good practice for control over information, IT and related risks. Its guidance enables an enterprise to implement effective governance over the IT that is pervasive and intrinsic throughout the enterprise.



## COBIT Foundation Course (eLearning)

**Certification: COBIT Foundation Certificate**  
**Duration: 10 Hours**  
**Course Delivery: Self Paced eLearning**

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 Course (eLearning, virtual instructor led)

**Certification: ISACA**

**Duration: 12 Hours**

**Course Delivery: Instructor Led eLearning / Virtual Classroom**

Language	Course ID
English	COB1011

### 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 -

With the guidance of an experienced COBIT instructor 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. The instructor will be available to you through e-mail and scheduled conference calls.

### 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: -

- 6 to 16 participants
- 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



## COBIT Awareness

**Certification: None**  
**Duration: 2 Hours**  
**Course Delivery: Self Paced eLearning**

Language	Course ID
English	COB1012

### Course Introduction -

This introductory course addresses the need for an IT control framework and explains 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 provider firms

### Learning Objectives -

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

- 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 (Classroom)

**Certification: ISACA**  
**Duration: 2 Days**  
**Course Delivery: Classroom**

Language	Course ID
English	COB1020

### 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 -

- Copy of the visual aids used in the classroom
- COBIT Foundation student material package

### 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
- 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 Implementation Workshop

**Certification: None**  
**Duration: 2 Days**  
**Course Delivery: Classroom**

Language	Course ID
English	COB1021

### Course Introduction -

This case study oriented course helps you in understanding what it takes to implement the COBIT framework in your organization and how you can organize a route towards implementation of COBIT

### Course Description -

In this 2 day COBIT implementation Workshop you will learn about the objectives and principles of COBIT and will understand what COBIT can mean for your organization.

At the end of the workshop you will be able to draw up a route to implementation for your organization. All the components for this, including scoping, planning, etc. will be discussed and practiced in the workshop.

### Audience -

COBIT Implementation team, IT Process and Quality Consultants, IT Audit staff, COBIT Process Practitioners

### Prerequisites -

The attendees to this course must hold the 'COBIT Foundation Certificate'.

### Learning Objectives -

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

- Understand the principles and objectives of COBIT and the COBIT Framework
- Identify and know when to use the various components of COBIT
- Understand the ITGI's approach to IT Governance and how COBIT supports this
- Scope and plan IT Management / Governance initiatives based on COBIT
- Focus an initiative and select the relevant content from COBIT
- Assess IT Management Capability using the COBIT Maturity Models & Control Objectives
- Plan control improvements using Control Objectives and Control Practices
- Create a Performance Measurement framework using COBIT's Metrics and Scorecards
- Consider practical implementation factors e.g. need for flexibility and the "softer" implementation issues such as culture, teaming etc.
- Be aware of COBIT implementation support

### Student material -

Hardcopy:

- IT Governance Implementation Guide
- COBIT Management Guidelines
- Copy of the visual aids used in the classroom

### Course Organization Logistics -

- 6-16 participants
- Classroom with a horse shoe seating
- LCD projector, white board, flip chart



## COBIT Foundation Exam

**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.

### Prerequisite 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



## Role-Based Training Plans

Let NAI organizational change specialists help you design an effective awareness and training campaign targeted at specific roles within the organization!

<b>Learning Approach</b>	<b>Self-Paced eLearning</b>	<b>Virtual Instructor Led &amp; Classrooms</b>	<b>Blended</b>	<b>Classroom</b>
<b>Stakeholders</b>				
<b>Business Executives</b>			X	X
<b>Liaisons / Power Users</b>	X			
<b>IT Executives</b>				X
<b>Software Developers</b>		X		
<b>Project Managers</b>		X	X	
<b>IT Operations Managers</b>				X
<b>Technical Support Staff</b>	X	X		
<b>Help Desk Analyst</b>	X			
<b>Process Owners &amp; Practitioners</b>				X
<b>ITIL Service Managers</b>				X