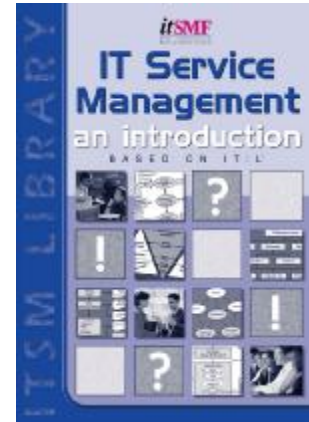


دوره های مدیریت خدمات فناوری اطلاعات

(ویژه کارفرمایان خدمات فناوری اطلاعات)

ITIL – ISO 20000 (BS15000) – COBIT – ISO 27001 (ISO 17799 – BS7799)



شرکت ویرا جهان گستر

پاییز ۱۳۸۴

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ISO 20000 Awareness		نام دوره
To provide an understanding of the ISO20000 Standard and associated <i>itSMF</i> Certification process		خلاصه اهداف
<ul style="list-style-type: none"> To provide a basic overview of the ISO20000 standard To ensure an understanding of the certification process To review the benefits of achieving ISO20000 		
1 Day		مدت
ICT Professionals		مخاطبین
Basic knowledge of organizational IT		پیش نیاز
Data Projector		نیاز مندیهای آزمایشگاهی
STANDARD Official Reference		مراجع
تماس گرفته شود	کمتر از ۵ نفر	هزینه (هر نفر)
تماس گرفته شود	۶ تا ۱۰ نفر	
۱,۴۰۰,۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۱,۱۰۰,۰۰۰ ریال	۲۱ تا ۳۰ نفر	
Recap on IT Service Management and ITIL ISO20000 standard and certification process <ul style="list-style-type: none"> Introduction and background Use and application of the standard (Part 1 and Part 2) Role of toolsets Assessments and audits The certification scheme Eligibility and scoping Benefits of achieving ISO20000 Overview of the ISO20000 Service Management standard Coordination and integration processes		محتویات دوره

<ul style="list-style-type: none"> • Requirements for a Management System • Planning and implementing service management • Planning and implementing new and changed services <p>Overview of service delivery processes</p> <ul style="list-style-type: none"> • Service Level Management • Capacity Management • Service Continuity and Availability Management • Budgeting and Accounting for IT Services • Service Reporting • Information Security Management <p>Overview of resolution, control and release processes</p> <ul style="list-style-type: none"> • Incident Management • Problem Management • Configuration Management • Change Management • Release Management <p>Overview of relationship processes</p> <ul style="list-style-type: none"> • Business Relationship Management • Supplier Management 	
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نام دوره		
BS 15000 for Auditors		
<ul style="list-style-type: none"> To prepare practicing IT auditors who wish to conduct either internal BS15000 audits or external certification audits for accredited Registered Certification Bodies (RCBs). To provide an understanding of the BS15000 Standard and associated <i>itSMF</i> Certification process To prepare delegates for the <i>itSMF</i> BS15000 Auditor Certificate 	خلاصه اهداف	
2 Days	مدت	
Internal or External Auditors	مخاطبین	
<p>The course is aimed at experienced internal or external auditors (working for an RCB) who have at least 3 years general IT auditing experience and be either:</p> <ul style="list-style-type: none"> a certified ISO9000, BS7799 or TickIT auditor a certified internal auditor. <p>Attendees with an ITIL Service Management qualification will be at an advantage although this is not a pre-requisite.</p> <p>This training does not cover audit techniques or issues surrounding preparing an organisation for an audit.</p>	پیش نیاز	
Data Projector	نیازمندیهای آزمایشگاهی	
STANDARD Official Reference	مراجع	
تماس گرفته شود	کمتر از ۵ نفر	هزینه (هر نفر)
۲,۲۰۰,۰۰۰ ریال	۶ تا ۱۰ نفر	
۲,۰۰۰,۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۱,۹۰۰,۰۰۰ ریال	۲۱ تا ۳۰ نفر	
Overview of the BS15000 Service Management standard		محتویات دوره
<ul style="list-style-type: none"> Introduction and background 		

<ul style="list-style-type: none"> • The certification scheme • Use and application of the standard (Part 1 and Part 2) • Assessments and audits • Role of toolsets • Eligibility and scoping <p>The standard is studied for Part 1 in detail and Part 2 in overview covering all sections as listed below.</p> <p>Coordination and Integration processes</p> <ul style="list-style-type: none"> • Requirements for a Management System • Planning and Implementing Service Management • Planning and Implementing New and Changed Services <p>Service Delivery processes</p> <ul style="list-style-type: none"> • Service Level Management • Service Reporting • Budgeting and Accounting for IT Services • Capacity Management • Service Continuity and Availability Management • Information Security Management <p>Resolution, Control and Release processes</p> <ul style="list-style-type: none"> • Incident Management • Problem Management • Configuration Management • Change Management • Release Management <p>Relationship processes</p> <ul style="list-style-type: none"> • Business Relationship Management • Supplier Management <p>Candidate assessment</p> <ul style="list-style-type: none"> • Assignments • Mock Exams • Certification Examination 	
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نام دوره		BS15000 Essentials
خلاصه اهداف		<ul style="list-style-type: none"> To provide an understanding of the BS15000 Standard and associated <i>itSMF</i> Certification process To provide guidance on assessing an organisations' readiness for BS15000 To provide guidance on preparing organisations for BS15000 Certification To prepare delegates for the <i>itSMF</i> BS15000 Consultant Certificate
مدت		3 Days
مخاطبین		ICT Managers Project Managers Lead Developers/Team Leaders
پیش نیاز		Team Management/Leadership Experience
نیازمندیهای آزمایشگاهی		Data Projector
مراجع		STANDARD Official Reference
هزینه (هر نفر)	کمتر از ۵ نفر	تماس گرفته شود
	۶ تا ۱۰ نفر	۲,۴۰۰,۰۰۰ ریال
	۱۱ تا ۲۰ نفر	۲,۱۰۰,۰۰۰ ریال
	۲۱ تا ۳۰ نفر	۱,۹۰۰,۰۰۰ ریال
محتویات دوره		<p>overview of the BS15000 Service Management standard</p> <ul style="list-style-type: none"> Introduction and background The certification scheme Use and application of the standard (Part 1 and Part 2) Assessments and audits Role of toolsets Eligibility and scoping <p>coordination and integration processes</p> <ul style="list-style-type: none"> Requirements for a Management System Planning and implementing service management

<ul style="list-style-type: none"> • Planning and implementing new and changed services <p>service delivery processes</p> <ul style="list-style-type: none"> • Service Level Management • Capacity Management • Service Continuity and Availability Management • Budgeting and Accounting for IT Services • Service Reporting • Information Security Management <p>resolution, control and release processes</p> <ul style="list-style-type: none"> • Incident Management • Problem Management • Configuration Management • Change Management • Release Management <p>relationship processes</p> <ul style="list-style-type: none"> • Business Relationship Management • Supplier Management <p>candidate assessment</p> <ul style="list-style-type: none"> • Assignments • Mock Exams • Certification Examination 	
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نام دوره		نام دوره
Planning to Implement ISO 20000		
<ul style="list-style-type: none"> To revisit the ISO20000 standard and provide guidance on the benefits of achieving ISO20000 To support the development of the vision, objectives, scope and business case for ISO20000 certification To review the steps required in a ISO20000 implementation project To cover the certification process in detail 		خلاصه اهداف
1 Days		مدت
ICT Managers Project Managers Lead Developers/Team Leaders		مخاطبین
Team Management/Leadership Experience		پیش نیاز
Data Projector		نیاز مندیهای آزمایشگاهی
STANDARD Official Reference		مراجع
۳,۰۰۰,۰۰۰ ریال	کمتر از ۵ نفر	هزینه (هر نفر)
۲,۶۰۰,۰۰۰ ریال	۶ تا ۱۰ نفر	
۲,۳۰۰,۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۲,۰۰۰,۰۰۰ ریال	۲۱ تا ۳۰ نفر	
<ul style="list-style-type: none"> Recap on IT Service Management and ITIL Recap of the ISO20000 Service Management standard The benefits of achieving ISO20000 Developing the vision and objectives Defining the scope of certification Assessment and gap analysis Producing the business case Planning the implementation project Key success factors and challenges The service improvement cycle Selecting the auditor What to expect from the ISO20000 audit 		محتویات دوره

<ul style="list-style-type: none">Maintaining compliance	
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ITIL: Foundation - ITIL Service Management Essentials		نام دوره
<p>The course enables delegates to understand how an integrated IT Service Management framework, based on ITIL best practice guidelines, can be adopted and adapted within their own organisations.</p> <ul style="list-style-type: none"> To provide proven practical guidance on how to successfully introduce an integrated IT Service Management framework, based on ITIL best practice processes To prepare delegates for the ISEB/EXIN Foundation Certificate in IT Service Management examination. 		خلاصه اهداف
3 Days		مدت
ICT Professionals		مخاطبین
IT Service Experience		پیش نیاز
Data Projector		نیاز مندیهای آزمایشگاهی
STANDARD Official Reference		مراجع
تماس گرفته شود	کمتر از ۵ نفر	هزینه (هر نفر)
تماس گرفته شود	۶ تا ۱۰ نفر	
۲,۰۰۰,۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۱,۷۰۰,۰۰۰ ریال	۲۱ تا ۳۰ نفر	
<p>Introduction to Service Management</p> <ul style="list-style-type: none"> The importance of Service Management Service Management disciplines The need for a service culture <p>The Service Desk</p> <ul style="list-style-type: none"> The purpose and importance of the Service Desk Service Desk options Skill profiles 		محتویات دوره

<ul style="list-style-type: none"> • Contribution to overall service quality <p>Service Level Management</p> <ul style="list-style-type: none"> • What is an SLA and its purpose? • Typical contents • Reporting and reviewing <p>Incident Management</p> <ul style="list-style-type: none"> • What is Incident Management? • The Incident Management process <p>Problem Management</p> <ul style="list-style-type: none"> • What is Problem Management? • Day-to-day and pro-active activities <p>Configuration Management</p> <ul style="list-style-type: none"> • Basic principles and terminology • How Configuration Management underpins Service Management <p>Change Management</p> <ul style="list-style-type: none"> • The need for Change Management • Change procedures • The role of the change manager <p>Release Management</p> <ul style="list-style-type: none"> • Definitive Software and Hardware Libraries • Release strategy and control mechanisms <p>Availability Management and IT Service Continuity</p> <ul style="list-style-type: none"> • Business Impact Analysis • Risk management • The IT Service Continuity Plan <p>Financial Management for IT Services</p> <ul style="list-style-type: none"> • Financial structures • Costing and charging 	
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<ul style="list-style-type: none">• Budgets and IT accounting <p>Capacity Management</p> <ul style="list-style-type: none">• The need for Capacity Management• Elements of Capacity Management	
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ITIL: Foundation - ITIL Fast Track		نام دوره
Provide an understanding of the functionality, structure and terminology of ITIL based IT Service Management processes. Prepare delegates for the EXIN Foundation Certificate in IT Service Management examination.		خلاصه اهداف
2 Days		مدت
ICT Professionals		مخاطبین
IT Service Delivery Experience		پیش نیاز
Data Projector		نیاز مندیهای آزمایشگاهی
STANDARD Official Reference		مراجع
تماس گرفته شود	کمتر از ۵ نفر	هزینه (هر نفر)
تماس گرفته شود	۶ تا ۱۰ نفر	
۱,۸۰۰,۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۱,۵۰۰,۰۰۰ ریال	۲۱ تا ۳۰ نفر	
Introduction to Service Management <ul style="list-style-type: none"> The importance of Service Management Service Management disciplines The need for a service culture The Service Desk <ul style="list-style-type: none"> The purpose and importance of the Service Desk Service Desk options Skill profiles Contribution to overall service quality Service Level Management <ul style="list-style-type: none"> What is an SLA and its purpose? Typical contents Reporting and reviewing 		محتویات دوره

<p>Incident Management</p> <ul style="list-style-type: none"> • What is Incident Management? • The Incident Management process <p>Problem Management</p> <ul style="list-style-type: none"> • What is Problem Management? • Day-to-day and pro-active activities <p>Configuration Management</p> <ul style="list-style-type: none"> • Basic principles and terminology • How Configuration Management underpins Service Management <p>Change Management</p> <ul style="list-style-type: none"> • The need for Change Management • Change procedures • The role of the change manager <p>Release Management</p> <ul style="list-style-type: none"> • Definitive Software and Hardware Libraries • Release strategy and control mechanisms <p>Availability Management and IT Service Continuity</p> <ul style="list-style-type: none"> • Business Impact Analysis • Risk management • The IT Service Continuity Plan <p>IT Security Management</p> <ul style="list-style-type: none"> • Overview and interfaces <p>Financial Management for IT Services</p> <ul style="list-style-type: none"> • Financial structures • Costing and charging • Budgets and IT accounting <p>Capacity Management</p> <ul style="list-style-type: none"> • The need for Capacity Management 	
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<ul style="list-style-type: none">• Elements of Capacity Management	
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ITIL: Awareness - Service Management in Action		نام دوره
To provide delegates with practical experience of how the alignment of business and IT processes, underpinned by good team working, can make a significant contribution to increased business efficiency and effectiveness.		خلاصه اهداف
1 Day		مدت
ICT Managers Project Managers Lead Developers/Team Leaders		مخاطبین
Team Management/Leadership Experience		پیش نیاز
Data Projector		نیاز مندیهای آزمایشگاهی
STANDARD Official Reference		مراجع
تماس گرفته شود	کمتر از ۵ نفر	هزینه (هر نفر)
تماس گرفته شود	۶ تا ۱۰ نفر	
۱,۰۰۰,۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۸۰۰,۰۰۰ ریال	۲۱ تا ۳۰ نفر	
<ul style="list-style-type: none"> The day starts with an introduction to IT Service Management (ITSM) and ITIL. This provides delegates with a basic appreciation of the aim of IT Service Management and explains the 3 elements of ITSM - people, process and technology. A brief overview of the processes will be given during this session 		محتویات دوره

ITIL: Awareness - ITIL Service Management Awareness		نام دوره
To increase awareness of the need for change in service provision and for commitment to implementing a Service Management culture. The course helps to remove barriers and conflict and helps staff to work together for the benefit of the core business.		خلاصه اهداف
1 Days		مدت
ICT and Related Managers Project Managers Lead Developers/Team Leaders		مخاطبین
Team Management/Leadership Experience		پیش نیاز
Data Projector		نیاز مندیهای آزمایشگاهی
STANDARD Official Reference		مراجع
تماس گرفته شود	کمتر از ۵ نفر	هزینه (هر نفر)
تماس گرفته شود	۶ تا ۱۰ نفر	
۱،۵۰۰،۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۱،۱۰۰،۰۰۰ ریال	۲۱ تا ۳۰ نفر	
Overview of Service Management How Service Management can help establish a closer working relationship between IT service providers and internal/external customers in order to provide competitive edge to the core business. Service Culture The underlying culture required to add value to the services provided and to increase both the customer's perception and service revenue. Service Management Processes An outline of the key ITIL Service Management processes which aid the delivery of cost effective, quality IT services in line with		محتویات دوره

<p>core business objectives.</p> <ul style="list-style-type: none">• Service Desk• Incident Management• Problem Management• Change Management• Release Management• Configuration Management• Service Level Management• Capacity Management• IT Service Continuity Management• Financial Management for IT Services• Availability Management	
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ITIL: Awareness - ITSM Managers' Overview		نام دوره
To provide managers with awareness, reinforced with practical guidance, on how Service Management best practice can increase the value of IT's contribution to the core business.		خلاصه اهداف
1 Day		مدت
Managers		مخاطبین
Organizational IT Knowledge		پیش نیاز
Data Projector		نیاز مندیهای آزمایشگاهی
STANDARD Official Reference		مراجع
تماس گرفته شود	کمتر از ۵ نفر	هزینه (هر نفر)
تماس گرفته شود	۶ تا ۱۰ نفر	
۱،۷۰۰،۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۱،۴۰۰،۰۰۰ ریال	۲۱ تا ۳۰ نفر	
<ul style="list-style-type: none"> • Introduction to IT Service Management - what is Service Management and why is it important to your business? What benefits can an organisation gain; what are the dangers of not implementing IT Service Management? • The Influence of IT Service Management - brief description of the history of IT Service Management and its development and influence. Generic coverage of support tools and their importance. Future trends • Service Management Processes - key Service Management processes and how they can aid the delivery of IT services which underpin and support core business objectives • Achieving a Service Culture - how does the underlying culture add value to the services provided? What are the challenges in implementing a service culture and how might these be addressed? • Implementing IT Service Management - strategies available for implementing Service Management and how to chose the right one for your organisation. How to select Service Management 'champions'. A brief look at types of implementation projects. Practical advice on implementing a Service Management culture covering planning, organisation structure, commitment, 		محتویات دوره

communication and reviews.

ITIL: Awareness - Introduction to Operational Risk Management		نام دوره
The Introduction to Operational Risk Management course provides an opportunity to learn, discuss and try out Operational Risk Management techniques.		خلاصه اهداف
1 Day		مدت
ICT Managers Project Managers IT Professionals		مخاطبین
IT Services/Operations Experience		پیش نیاز
Data Projector		نیاز مندیهای آزمایشگاهی
STANDARD Official Reference		مراجع
تماس گرفته شود	کمتر از ۵ نفر	هزینه (هر نفر)
تماس گرفته شود	۶ تا ۱۰ نفر	
۱,۲۰۰,۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۹۵۰,۰۰۰ ریال	۲۱ تا ۳۰ نفر	
Topics covered include: <ul style="list-style-type: none"> • What is Risk and what are the benefits of performing Risk Management • What is Operational Risk Management and who should be performing it • Overview of the Operational Risk Management process • Risk Identification and Description • Risk Analysis and Estimation • Planning Risk Mitigation Actions • Tracking and Monitoring Risks • Taking action to Control Risk • Practical Tips for putting Operational Risk Management into Action • Using Operational Risk Management in conjunction with ITIL Service Management and other IT processes 		محتویات دوره

ITIL: Awareness - IT Infrastructure Library (ITIL) Refresher		نام دوره
This course details changes in the ITIL approach to IT Service Management and gives an overview of the new processes.		خلاصه اهداف
1 Day		مدت
ICT Managers Project Managers Lead Developers/Team Leaders		مخاطبین
IT Services/Operations Experience		پیش نیاز
Data Projector		نیازمندیهای آزمایشگاهی
STANDARD Official Reference		مراجع
تماس گرفته شود	کمتر از ۵ نفر	هزینه (هر نفر)
تماس گرفته شود	۶ تا ۱۰ نفر	
۱,۲۰۰,۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۹۵۰,۰۰۰ ریال	۲۱ تا ۳۰ نفر	
<p>1. History of the update and who was involved in documenting the new industry best practice</p> <p>2. Details of the change of emphasis from functions to processes and relationship between processes</p> <p>3. Details of the amended terminology</p> <p>4. Details of the new processes and comparisons with the original in the following areas:</p> <p>Service Delivery</p> <ul style="list-style-type: none"> • Service Level Management • Capacity Management • IT Service Continuity Management • Financial Management for IT Services • Availability Management 		محتویات دوره

<p>Service Support</p> <ul style="list-style-type: none">• Configuration Management• Service Desks• Incident Management• Problem Management• Change Management• Release Management	
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ITIL: Practitioner - Service Desk & Incident Management		نام دوره
To provide practical guidance on the design and implementation of an end-to-end Incident Management process and setting up and role of the Service Desk.		خلاصه اهداف
3 Days		مدت
IT Services Engineers		مخاطبین
The course is suitable for anyone involved in the Incident Management process or the Service Desk and offers a natural career development path for practitioner staff.		پیش نیاز
Data Projector		نیاز مندیهای آزمایشگاهی
STANDARD Official Reference		مراجع
تماس گرفته شود	کمتر از ۵ نفر	هزینه (هر نفر)
تماس گرفته شود	۶ تا ۱۰ نفر	
۲,۰۰۰,۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۱,۸۰۰,۰۰۰ ریال	۲۱ تا ۳۰ نفر	
<ul style="list-style-type: none"> • How Incident Management interfaces with other Service Management processes • The scope, basic concepts and terminology of Incident Management • First line Incident Management, interface between IT and users, and the full incident control lifecycle including escalation • Incident recording, diagnostic aids, incident reporting • Setting up and scoping a Service Desk, including people, environment and tool requirements • Types of Service Desk systems • Tips for selecting the appropriate Service Desk Software • The role of the Service Desk in supporting Service Management processes such as Service Level Management and Change Management • Benefits and possible problems of implementing Incident Management and Service Desk • Using a Configuration Management Database (CMDB) to 		محتویات دوره

manage the incident, problem and change lifecycle	
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ITIL: Practitioner - Problem Management		نام دوره
The Problem Management Practitioner course provides practical guidance on the planning and implementation of a comprehensive Problem Management process that is both reactive and proactive. To prepare delegates for the ISEB/EXIN Practitioner qualification.		خلاصه اهداف
3 Days		مدت
IT practitioners who wish to gain practical experience in the field of Problem Management, or who wish to extend their range of understanding of the subject.		مخاطبین
IT Services Experience		پیش نیاز
Data Projector		نیاز مندیهای آزمایشگاهی
STANDARD Official Reference		مراجع
تماس گرفته شود	کمتر از ۵ نفر	هزینه (هر نفر)
تماس گرفته شود	۶ تا ۱۰ نفر	
۲,۰۰۰,۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۱,۸۰۰,۰۰۰ ریال	۲۱ تا ۳۰ نفر	
<ul style="list-style-type: none"> • Planning for the implementation of Problem Management • Supporting the Incident Management process through the management and resolution of incidents when the Service Desk is unable to do so independently • Defining, implementing and managing the following activities: carry out an incident analysis, identify and create a problem record, diagnose the cause of problems, identify problem resolutions, assign known errors to the appropriate configuration item(s) and raise remedial changes if necessary • Defining and agree incident and problem categories and priorities • Awareness of the support tools and techniques available for the implementation of Problem Management and be able to indicate how improvements can be made • Analysing incident and problem reports and statistics to determine trends, identify weak areas and propose 		محتویات دوره

<p>resolutions to reduce the number of incidents, by proactively identifying and preventing possible problems</p> <ul style="list-style-type: none">• Preparing Problem Management reports for distribution throughout the organisation.• Co-ordinating, schedule, target and focus resources to the resolution of the most appropriate incidents and problems• Understanding the interdependencies between Problem Management and other IT and Service Management processes.	
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ITIL: Practitioner - Configuration Management		نام دوره
To provide practical guidance on the design and implementation of an end-to-end Configuration Management process.		خلاصه اهداف
3 Days		مدت
IT practitioners who wish to gain practical experience in the field of Configuration Management, or who wish to extend their range of understanding of the subject.		مخاطبین
IT Services Experience		پیش نیاز
Data Projector		نیازمندیهای آزمایشگاهی
STANDARD Official Reference		مراجع
تماس گرفته شود	کمتر از ۵ نفر	هزینه (هر نفر)
تماس گرفته شود	۶ تا ۱۰ نفر	
۲,۰۰۰,۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۱,۸۰۰,۰۰۰ ریال	۲۱ تا ۳۰ نفر	
<ul style="list-style-type: none"> • How Configuration Management interfaces with other Service Management processes • Introduction to Configuration Management, outlining the need, scope, basic concepts and terminology of Configuration Management • The four stages of Configuration Management: identification, control, status accounting and verification • Selling the benefits of Configuration Management, and how to overcome possible problems • Implementation and maintenance of the Configuration Management Database (CMDB), including advice on data collection, cleaning and input • The relationship between Configuration, Change and Release Management, and why Change Management is essential before implementation • Using a CMDB to manage the Incident, Problem, Change life-cycle. 		محتویات دوره

ITIL: Practitioner - Change Management		نام دوره
<p>The Change Management Practitioner course provides practical guidance on the planning and implementation of a common and consistent Change Management process that can be applied to all aspects of the IT infrastructure.</p> <p>To prepare delegates for the ISEB Practitioner qualification.</p>		خلاصه اهداف
3 Days		مدت
IT practitioners who wish to gain practical experience in the field of Change Management, or who wish to extend their range of understanding of the subject.		مخاطبین
IT Services Experience		پیش نیاز
Data Projector		نیازمندیهای آزمایشگاهی
STANDARD Official Reference		مراجع
تماس گرفته شود	کمتر از ۵ نفر	هزینه (هر نفر)
تماس گرفته شود	۶ تا ۱۰ نفر	
۲,۰۰۰,۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۱,۸۰۰,۰۰۰ ریال	۲۱ تا ۳۰ نفر	
<ul style="list-style-type: none"> • Planning for the implementation of Change Management • Prioritising and assessing the impact, cost, benefit and risk of proposed changes • Organising the Request For Change (RFC) authorisation process • Preparing for and manage the Change Advisory Board (CAB) meetings • Managing changes through their lifecycle • Producing and management of the Forward Schedule of Change (FSC) • Defining and agreeing change models and standard changes • Overseeing building, testing and implementation of authorised changes • Co-ordinating the back-out of failed changes • Being aware of the support tools and techniques available 		محتویات دوره

<p>for the implementation of Change Management and be able to indicate how improvements can be made</p> <ul style="list-style-type: none">• Preparing Change Management reports for distribution throughout the organisation and monitor and report on the major metrics of the change process• Understand the interdependencies between Change Management and other IT and Service Management processes.	
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ITIL: Practitioner - Release Management		نام دوره
To provide practical guidance on the design and implementation of an end-to-end Release Management process		خلاصه اهداف
3 Days		مدت
IT practitioners who wish to gain practical experience in the field of Release Management, or who wish to extend their range of understanding of the subject.		مخاطبین
IT Services Experience		پیش نیاز
Data Projector		نیازمندیهای آزمایشگاهی
STANDARD Official Reference		مراجع
تماس گرفته شود	کمتر از ۵ نفر	هزینه (هر نفر)
تماس گرفته شود	۶ تا ۱۰ نفر	
۲,۰۰۰,۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۱,۸۰۰,۰۰۰ ریال	۲۱ تا ۳۰ نفر	
<ul style="list-style-type: none"> • How Release Management interfaces with other Service Management processes • Introduction to Release Management, outlining the need, scope, basic concepts and terminology of Release Management • Selling the benefits of Release Management, and overcoming possible problems • Setting up and managing a Definitive Software Library • Releasing and implementing new hardware and software components • How dependency on Change Management and Configuration Management assists or hinders Release Management. 		محتویات دوره

ITIL: Practitioner - Service Level Management		نام دوره
To provide practical guidance on the design and implementation of an end-to-end Service Level Management process. To prepare delegates for the ISEB/EXIN Practitioner qualification.		خلاصه اهداف
3 Days		مدت
IT practitioners who wish to gain practical experience in the field of Service Level Management, or who wish to extend their range of understanding of the subject.		مخاطبین
IT Services Experience		پیش نیاز
Data Projector		نیاز مندیهای آزمایشگاهی
STANDARD Official Reference		مراجع
تماس گرفته شود	کمتر از ۵ نفر	هزینه (هر نفر)
تماس گرفته شود	۶ تا ۱۰ نفر	
۲,۰۰۰,۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۱,۸۰۰,۰۰۰ ریال	۲۱ تا ۳۰ نفر	
<ul style="list-style-type: none"> • Introduction to Service Management with an emphasis on how Service Level Management (SLM) interfaces with the other Service Management processes • Introduction to Service Level Management outlining the need for SLM, the scope and the basic concepts of SLM • Contents, production, and maintenance of the service catalogue • Designing a Service Level Agreement (SLA) structure, looking at service based, customer based, and multi-tier SLA structures. Asserting the underpinning agreements required for each SLA • Negotiating SLAs and underpinning agreements (Operational Level Agreements with internal providers and contracts with external providers) • Typical contents of an SLA and advice on the wording of SLAs • Monitoring SLA targets and reporting on the targets • Running Service Level Review meetings 		محتویات دوره

<ul style="list-style-type: none">• Understand the importance of good Customer relationships• Using SLM as a start point for a Service Improvement Program• Understand the interdependencies between Service Level Management and other IT and Service Management processes	
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ITIL: Practitioner - Availability Management		نام دوره
To provide practical guidance on the planning, implementation and management of services to satisfy the organisation's business availability requirements.		خلاصه اهداف
3 Days		مدت
IT practitioners who wish to gain experience in the field of Availability Management, or who wish to extend their range of understanding of the subject.		مخاطبین
IT Services Experience		پیش نیاز
Data Projector		نیاز مندیهای آزمایشگاهی
STANDARD Official Reference		مراجع
تماس گرفته شود	کمتر از ۵ نفر	هزینه (هر نفر)
تماس گرفته شود	۶ تا ۱۰ نفر	
۲,۰۰۰,۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۱,۸۰۰,۰۰۰ ریال	۲۱ تا ۳۰ نفر	
<ul style="list-style-type: none"> Why Availability Management has become critical in today's business environment The true cost of unavailability. Goals and scope of Availability Management The Availability process Calculating availability Availability concepts - reliability, maintainability, serviceability and security Designing for availability and recovery Minimising impact of unavailability Measuring and reporting on availability against SLA's Producing an Availability Plan Methods and techniques to maximise availability Benefits, costs and problems The responsibilities of the Availability Management process Reviewing the process Interfaces with other Service Management processes 		محتویات دوره

ITIL: Practitioner - Capacity Management		نام دوره
To provide a comprehensive insight into managing IT capacity and performance issues from a business and organisational perspective.		خلاصه اهداف
3 Days		مدت
The course is suitable for anyone involved in, or becoming involved in, a Capacity Management role, and offers a natural career development path for practitioner staff who already hold the ISEB/EXIN Foundation Certificate.		مخاطبین
IT Services Experience		پیش نیاز
Data Projector		نیاز مندیهای آزمایشگاهی
STANDARD Official Reference		مراجع
تماس گرفته شود	کمتر از ۵ نفر	هزینه (هر نفر)
تماس گرفته شود	۶ تا ۱۰ نفر	
۲,۰۰۰,۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۱,۸۰۰,۰۰۰ ریال	۲۱ تا ۳۰ نفر	
<ul style="list-style-type: none"> • How to manage the current and future capacity requirements of the business • Making Capacity Management the focal point for all IT capacity and performance issues • Aligning the Capacity Management process to the business requirements • Resource Capacity Management – optimising the utilisation of the components • Service Capacity Management – matching the Service Level targets • Business Capacity Management – planning for the present and the future • Monitoring, analysis and tuning – looking to improve performance • Modelling and application sizing • Demand Management – influencing how resources are used • Production of the Capacity Plan • Costs, benefits and problems 		محتویات دوره

<ul style="list-style-type: none">• Planning and Implementation• The responsibilities of the Capacity Management process• Reviewing the process• Critical success factors and key performance indicators (KPIs)• Interfaces with other Service Management processes.	
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ITIL: Practitioner - Financial Management for IT Services		نام دوره
To provide a pragmatic approach to managing the monetary resources within an IT environment and to illustrate how sound financial management is a vital component enabling an organisation to achieve maximum efficiency from IT resources.		خلاصه اهداف
3 Days		مدت
The course is suitable for anyone involved in the cycle of financial activities, including budgeting, accounting and reporting, and offers a natural career development path for practitioner staff who already hold the ISEB/EXIN Foundation Certificate.		مخاطبین
IT Services Experience		پیش نیاز
Data Projector		نیاز مندیهای آزمایشگاهی
STANDARD Official Reference		مراجع
تماس گرفته شود	کمتر از ۵ نفر	هزینه (هر نفر)
تماس گرفته شود	۶ تا ۱۰ نفر	
۲,۰۰۰,۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۱,۸۰۰,۰۰۰ ریال	۲۱ تا ۳۰ نفر	
<ul style="list-style-type: none"> • Why do we need Financial Management • Understanding the budgeting, accounting and charging cycle. • The importance of understanding the true cost of IT • Implementing a financial process that works for your organisation • Basic Financial concepts, including direct and indirect costs, cost types and cost units, capital and operational expenditure • Preparing a budget • Managing a budget and accounting for the money spent • Understanding and calculating depreciation • How to apportion the cost of IT to customers in a fair and simple way. • Factors to consider when developing a charging policy • How to calculate and recover your costs. • Billing the customer 		محتویات دوره

<ul style="list-style-type: none">• Benefits, costs and problems• The responsibilities of the Financial Management process• Reviewing the process• Interfaces with other Service Management processes.	
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ITIL: Practitioner - IT Service Continuity Management		نام دوره
The IT Service Continuity Management course provides practical guidance on the planning and implementation of a comprehensive IT Service Continuity plan that underpins an organisation's overall Business Continuity plan.		خلاصه اهداف
3 Days		مدت
IT practitioners who wish to gain practical experience in the field of IT Service Continuity Management, or who wish to extend their range of understanding of the subject.		مخاطبین
IT Services Experience		پیش نیاز
Data Projector		نیاز مندیهای آزمایشگاهی
STANDARD Official Reference		مراجع
تماس گرفته شود	کمتر از ۵ نفر	هزینه (هر نفر)
تماس گرفته شود	۶ تا ۱۰ نفر	
۲,۰۰۰,۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۱,۸۰۰,۰۰۰ ریال	۲۱ تا ۳۰ نفر	
<ul style="list-style-type: none"> • Planning for the implementation of IT Service Continuity Management • Carrying out a comprehensive business impact analysis, and producing a report of the findings • Carrying out a comprehensive risk analysis of the IT Infrastructure, and making recommendations for reducing the likelihood and/or probability of identified threats • Formulation of a strategy for IT Service Continuity that is in-line with business requirements • Implementing the recovery plans and risk reduction methods identified in the analysis and strategy phase. Identifying roles and responsibilities. Devising a testing schedule • Implementing ongoing operational activities, including maintaining education, awareness and testing plans, and the interface to Change Management • Understanding the interdependencies between IT Service Continuity Management and other IT and Service 		محتویات دوره

Management processes.	
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ITIL: Practitioner - Release and Control		نام دوره
To provide delegates with practical guidance on the design and implementation of an integrated end-to-end Configuration Management, Change Management and Release Management process based on proven industry best practice guidelines.		خلاصه اهداف
5 Days		مدت
The course is suitable for anyone involved in the Configuration, Change and Release Management processes and offers a natural career development path for practitioner staff who already hold the ISEB/EXIN Foundation Certificate.		مخاطبین
IT Services Experience		پیش نیاز
Data Projector		نیاز مندیهای آزمایشگاهی
STANDARD Official Reference		مراجع
تماس گرفته شود	کمتر از ۵ نفر	هزینه (هر نفر)
تماس گرفته شود	۶ تا ۱۰ نفر	
۲,۹۰۰,۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۲,۵۰۰,۰۰۰ ریال	۲۱ تا ۳۰ نفر	
<ul style="list-style-type: none"> • Introduction to Service Management with an emphasis on how the three core processes interface between each other and how they interface to other Service Management processes • Introduction to Configuration Management outlining the need, scope, basic concepts and terminology of Configuration Management • The four stages of Configuration Management: identification, control, status accounting and verification • Implementation and Maintenance of the Configuration Management Database (CMDB) • Introduction to Change Management outlining the need, the scope, the basic concepts and terminology of Change Management • The normal and urgent change process lifecycle, including prioritisation, impact assessment and resource assessment • The role of the Change Advisory Board 		محتویات دوره

<ul style="list-style-type: none">• Introduction to Release Management outlining the need, scope, basic concepts and terminology of Release Management• Setting up a definitive software library• Releasing and implementing new hardware and software components• Using a CMDB to manage the incident, problem, change lifecycle	
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ITIL: Practitioner - Incident Management, Problem Management & The Service Desk		نام دوره
To provide practical guidance on the design and implementation of end-to-end Incident Management and Problem Management processes and the role and setting up of the Service Desk		خلاصه اهداف
3 Days		مدت
The course is suitable for anyone involved in the incident process, problem process or the Service Desk and offers a natural career development path for practitioner staff who already hold the ISEB/EXIN Foundation Certificate.		مخاطبین
IT Services Experience		پیش نیاز
Data Projector		نیاز مندیهای آزمایشگاهی
STANDARD Official Reference		مراجع
تماس گرفته شود	کمتر از ۵ نفر	هزینه (هر نفر)
تماس گرفته شود	۶ تا ۱۰ نفر	
۲,۰۰۰,۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۱,۸۰۰,۰۰۰ ریال	۲۱ تا ۳۰ نفر	
<ul style="list-style-type: none"> • Introduction to Service Management with an emphasis on how the Incident and Problem processes interface between each other and how they interface to other Service Management processes • The scope, basic concepts and terminology of Incident Management and Problem Management • First line Incident Management, interface between IT and users, and the full incident control lifecycle including escalation • Incident recording, diagnostic aids, incident reporting • The problem lifecycle • Identification and recording known errors • Trending techniques including high priority problems • Setting up and scoping a Service Desk • Types of Service Desk systems • Tips for selecting the appropriate Service Desk software 		محتویات دوره

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| <ul style="list-style-type: none">• The role of the Service Desk in supporting Service Management processes such as Service Level Management• Using a Configuration Management Database (CMDB) to manage the incident, problem, change lifecycle. | |
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<h2>ITIL: Practitioner - ITIL Infrastructure Management Certificate for ICT Managers (ICTIM)</h2>	<p>نام دوره</p>
<p>The course enables delegates to understand how an integrated IT Service Management framework, based on ITIL best practice guidelines, can be adopted and adapted within their own organisations.</p> <ul style="list-style-type: none"> To provide proven practical guidance on how to successfully introduce an integrated IT Service Management framework, based on ITIL best practice processes To prepare delegates for the ISEB/EXIN Foundation Certificate in IT Service Management examination. 	<p>خلاصه اهداف</p>
<p>3 Days</p>	<p>مدت</p>
<p>This course is for IT Managers and Practitioners involved in the delivery and support of business-focused IT services and who require a detailed insight into Service Management best practice processes and procedures.</p>	<p>مخاطبین</p>
<p>IT Services Experience</p>	<p>پیش نیاز</p>
<p>Data Projector</p>	<p>نیازمندیهای آزمایشگاهی</p>
<p>STANDARD Official Reference</p>	<p>مراجع</p>
<p>تماس گرفته شود</p>	<p>کمتر از ۵ نفر</p>
<p>تماس گرفته شود</p>	<p>۶ تا ۱۰ نفر</p>
<p>۲,۳۰۰,۰۰۰ ریال</p>	<p>۱۱ تا ۲۰ نفر</p>
<p>۲,۰۰۰,۰۰۰ ریال</p>	<p>۲۱ تا ۳۰ نفر</p>
<p>Introduction to Service Management</p> <ul style="list-style-type: none"> The importance of Service Management Service Management disciplines The need for a service culture 	<p>محتویات دوره</p>

<p>The Service Desk</p> <ul style="list-style-type: none"> • The purpose and importance of the Service Desk • Service Desk options • Skill profiles • Contribution to overall service quality <p>Service Level Management</p> <ul style="list-style-type: none"> • What is an SLA and its purpose? • Typical contents • Reporting and reviewing <p>Incident Management</p> <ul style="list-style-type: none"> • What is Incident Management? • The Incident Management process <p>Problem Management</p> <ul style="list-style-type: none"> • What is Problem Management? • Day-to-day and pro-active activities <p>Configuration Management</p> <ul style="list-style-type: none"> • Basic principles and terminology • How Configuration Management underpins Service Management <p>Change Management</p> <ul style="list-style-type: none"> • The need for Change Management • Change procedures • The role of the change manager <p>Release Management</p> <ul style="list-style-type: none"> • Definitive Software and Hardware Libraries • Release strategy and control mechanisms <p>Availability Management and IT Service Continuity</p> <ul style="list-style-type: none"> • Business Impact Analysis • Risk management • The IT Service Continuity Plan 	
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<p>Financial Management for IT Services</p> <ul style="list-style-type: none">• Financial structures• Costing and charging• Budgets and IT accounting <p>Capacity Management</p> <ul style="list-style-type: none">• The need for Capacity Management• Elements of Capacity Management	
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ITIL: Practitioner - ICT Infrastructure Management (ICTIM)		نام دوره
<p>The course enables delegates to demonstrate knowledge and application of the processes required to manage an ICT infrastructure aligned to business requirements.</p> <p>To define the processes, interfaces and dependencies associated with the ICT Infrastructure Management life cycle, including strategic plans, design, deployment, operations and ongoing support and maintenance.</p> <p>Prepare delegates for the ISEB ITIL Infrastructure Management Examination.</p>		خلاصه اهداف
3 Days		مدت
<p>This course is for anyone involved with the supply and support of business-focused ICT services and who require a detailed insight into the ICT Infrastructure life cycle, from business strategy through to live operation and ongoing support and maintenance.</p>		مخاطبین
IT Services Experience		پیش نیاز
Data Projector		نیازمندیهای آزمایشگاهی
STANDARD Official Reference		مراجع
تماس گرفته شود	کمتر از ۵ نفر	هزینه (هر نفر)
تماس گرفته شود	۶ تا ۱۰ نفر	
۲,۳۰۰,۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۲,۰۰۰,۰۰۰ ریال	۲۱ تا ۳۰ نفر	
<ul style="list-style-type: none"> ICT Infrastructure Management – introduction, overview, benefits and interfaces with other ITIL Service Management processes Requirement analysis and business cases for ICT Infrastructure Management Design & planning processes Organisation – roles, responsibilities and interfaces Deployment process – translating and implementing strategies, design and plans into business aligned ICT solutions 		محتویات دوره

<ul style="list-style-type: none">• Operations process – ensuring a high availability, stable and secure ICT environment• Technical support process – skills, knowledge and resource levels associated with design, deployment, and ongoing support and maintenance• Supplier management – procurement, interfaces and Operational Level Agreements	
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ITIL: Practitioner - Planning to Implement Service Management		نام دوره
To provide practical proven guidance on the successful design, implementation and management of a Continuous Service Improvement Programme (CSIP) based on ITIL best practice guidelines.		خلاصه اهداف
3 Days		مدت
IT Managers and practitioners seeking advice and guidance on implementing industry best practice.		مخاطبین
IT Services Experience		پیش نیاز
Data Projector		نیاز مندیهای آزمایشگاهی
STANDARD Official Reference		مراجع
تماس گرفته شود	کمتر از ۵ نفر	هزینه (هر نفر)
تماس گرفته شود	۶ تا ۱۰ نفر	
۲,۳۰۰,۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۲,۰۰۰,۰۰۰ ریال	۲۱ تا ۳۰ نفر	
<ul style="list-style-type: none"> • People, Process & Technology - drivers for instigating change • Benefits of Implementing Service Management - effects on business, employee, finances, innovation • Continuous Service Improvement Programme (CSIP) - what is it? Processes • The Vision - creating, communicating, setting direction, aligning business with IT • Assessments - measuring maturity of services, benchmarking, customer satisfaction surveys, identifying and managing stakeholders • Where do we want to be? - the business case for implementing SM, identifying and managing risks, gap assessments, planning for quick wins, setting goals • How do we get there? - process specification, organisational change, selling, culture change, training • Milestones - measuring success, key performance indicators, critical success factors 		محتویات دوره

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| <ul style="list-style-type: none">• Keeping up the momentum - consolidating, institutionalising, on going reviewing, moving forward. | |
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ITIL: Practitioner - Putting Operational Risk Management into Practice		نام دوره
The combination of course and workshop provides an opportunity to first learn about Operational Risk Management techniques, then to put those techniques into practice addressing real risks within the attendees own environment. The course is based on best practice guidelines for Management of Risk.		خلاصه اهداف
1 Days		مدت
Groups of IT practitioners involved in the operation and support of specific IT processes or services.		مخاطبین
IT Services Experience		پیش نیاز
Data Projector		نیاز مندیهای آزمایشگاهی
STANDARD Official Reference		مراجع
تماس گرفته شود	کمتر از ۵ نفر	هزینه (هر نفر)
تماس گرفته شود	۶ تا ۱۰ نفر	
۱,۴۰۰,۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۱,۰۰۰,۰۰۰ ریال	۲۱ تا ۳۰ نفر	
<ul style="list-style-type: none"> • What is Risk and what are the benefits of performing Risk Management • What is Operational Risk Management and who should be performing it • Overview of the Operational Risk Management process • Risk Identification and Description • Risk Analysis and Estimation • Planning Risk Mitigation Actions • Tracking and Monitoring Risks • Taking action to Control Risk • Practical Tips for putting Operational Risk Management into Action • Using Operational Risk Management in conjunction with ITIL Service Management and other IT processes 		محتویات دوره

نام دوره	
ITIL: Practitioner - IT Security	
<p>The global coverage and complexity of the IT infrastructure, the increasing use of the internet and public communications systems and the demands made by society combined with the continual threat of terrorism are amongst the pressures on organisations to provide high-availability IT Services that are safe and secure.</p> <p>This two day course provides practical guidance for the planning and successful implementation of an IT Security Management function, and puts it in the context of an organisation's overall IT Service Management framework, based on industry best practice guidelines.</p>	
2 Days	مدت
ICT Managers Project Managers Lead Developers/Team Leaders	مخاطبین
IT Services Experience	پیش نیاز
Data Projector	نیازمندیهای آزمایشگاهی
STANDARD Official Reference	مراجع
تماس گرفته شود	کمتر از ۵ نفر
تماس گرفته شود	۶ تا ۱۰ نفر
۱،۸۰۰،۰۰۰ ریال	۱۱ تا ۲۰ نفر
۱،۵۰۰،۰۰۰ ریال	۲۱ تا ۳۰ نفر
<ul style="list-style-type: none"> • Fundamentals - scope, concepts and definitions • Context - why bother with Security Management, business need and business benefit, the legal aspect, the Security Management framework • Standards and procedures - security standards, BS7799, certification of systems, codes of conduct and employee issues, developing a Security Policy • Threats - what are the threats to the infrastructure (distributed systems, data centres, networks, software, information, etc.)? What are the threats posed by increased exposure to the internet and the prevalence of malicious software? 	محتویات دوره

<ul style="list-style-type: none"> • Risk Management - approaches to analysing risk, assessing vulnerability, implementing countermeasures and combating risk • Protecting the infrastructure - software safeguards, people issues, network and communications considerations, servers and systems, preserving integrity of information, development issues, maintaining confidentiality, business continuity • Interfaces into IT Service Management - integrating IT Security Management into IT Service Management • Security Management roles - The role of the Security Manager, start-up and ongoing activities • Implementing Security Management - costs, awareness, problems and success criteria. 	
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ITIL: Practitioner - Pragmatic Project Management		نام دوره
Provide practical guidance on the successful design, implementation and management of projects based on PRINCE 2 best practice.		خلاصه اهداف
2 Days		مدت
IT Professionals who are looking at managing a Service Improvement Programme and who have been assigned to manage a significant project for the first time. The course offers the opportunity to hear project managers share their experiences and approaches to making the project effective and enjoyable.		مخاطبین
IT Services Experience		پیش نیاز
Data Projector		نیاز مندیهای آزمایشگاهی
STANDARD Official Reference		مراجع
تماس گرفته شود	کمتر از ۵ نفر	هزینه (هر نفر)
تماس گرفته شود	۶ تا ۱۰ نفر	
۲,۲۰۰,۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۲,۰۰۰,۰۰۰ ریال	۲۱ تا ۳۰ نفر	
<ul style="list-style-type: none"> • Basic project management principles, techniques and templates • Getting off on the right foot • Why projects fail • The effective project manager's role • Risk management • Management of change case studies • Tools of the trade. 		محتویات دوره

ITIL: Practitioner - Customer Care		نام دوره
To recognise different customer types, the importance of delivering a quality service and to provide practical guidance on how to develop effective interpersonal skills and confidence in dealing with customers.		خلاصه اهداف
2 Days		مدت
This course is suitable for anyone in a customer-facing role, especially practitioners working in a Service Desk environment.		مخاطبین
Customer Services Experience		پیش نیاز
Data Projector		نیاز مندیهای آزمایشگاهی
STANDARD Official Reference		مراجع
تماس گرفته شود	کمتر از ۵ نفر	هزینه (هر نفر)
تماس گرفته شود	۶ تا ۱۰ نفر	
۱,۱۰۰,۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۸۵۰,۰۰۰ ریال	۲۱ تا ۳۰ نفر	
<p>Module 1 – building a service culture, looking at customer service and the role of the service provider. The course includes a discussion around 'Moments of Truth' where delegates understand where customers can be won over or lost</p> <p>Module 2 – communicating with customers, including telephone skills, listening, questioning and negotiation techniques</p> <p>Module 3 – interpersonal skills with ways of developing assertiveness, reducing stress and guidance in handling difficult and different customer types</p> <p>Module 4 – problem solving techniques and decision making and the importance of recording information.</p>		محتویات دوره

ITIL: Management - Managers Certificate in IT Service Management		نام دوره
To provide practical guidance on the design, implementation and management of an ITIL based Services Framework.		خلاصه اهداف
To prepare delegates for taking the ISEB/EXIN examinations.		
10 Days		مدت
The courses are suitable for those IT Managers and Practitioners who have been in IT for at least five years, have relevant experience and hold the ISEB/EXIN Foundation Certificate in IT Service Management.		مخاطبین
IT Services Management Experience, ITIL Foundation Courses		پیش نیاز
Data Projector		نیاز مندیهای آزمایشگاهی
STANDARD Official Reference		مراجع
تماس گرفته شود	کمتر از ۵ نفر	هزینه (هر نفر)
تماس گرفته شود	۶ تا ۱۰ نفر	
۵,۱۰۰,۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۴,۸۰۰,۰۰۰ ریال	۲۱ تا ۳۰ نفر	
<ul style="list-style-type: none"> • Service Level Management - planning, negotiating and managing Service Level Agreements: structure, content and wording of typical SLAs; key service items; monitoring and reporting; service reviews and Service Improvement Programmes • Financial Management for IT Services - budgeting, IT accounting and Charging principles. Benefits of costing and charging; charging policies; charging methods; impact on SLAs • Availability Management - planning and maintaining high availability systems; risk analysis and management; calculating and meeting service level availability and reliability targets • Capacity Management - building a capacity management database; workload management, application sizing, resource management, demand management, performance monitoring and tuning; modelling and capacity planning 		محتویات دوره

- **IT Service Continuity Management** - the process for developing an IT Service Continuity Plan and interfacing into an organisation's overall Business Continuity Plan. The process will incorporate business impact analysis, risk analysis, continuity options, creating a continuity plan, along with implementation, testing and ongoing maintenance of the plan.
- **Configuration Management** - basic concepts and terminology; configuration breakdown and relationships; building, implementing and managing a configuration management database (CMDB); using a CMDB to manage incidents, problems and changes
- **Change Management** - problem/change lifecycle; role of the Change Manager and the Change Advisory Board; normal and urgent change procedures; prioritisation, impact and resource assessment, authorisation, scheduling, testing and implementing change; back-out plans and change reviews
- **Incident Management** - first line incident management; interface between IT and users, incident logging and escalation, coding systems, diagnostic aids; service quality metrics and reporting. The various types of service desks and the skills required by the staff on a service desk. The contribution made by the service desk to the quality of the overall service provision
- **Problem Management** - incidents, problems and known errors - the lifecycle; problem control and prevention; analysis and targeting techniques; categorisation, priority and severity coding
- **Release Management** - storage, control and release of authorised software and hardware in all types of environments. The Definitive Software Library (DSL) and the Definitive Hardware Store (DHS) with interfaces to the configuration management system
- **Service Management Tools** - types of tools available and how to select the most appropriate tool for your organisation
- **Implementing Service Management** – an overview of areas to be considered as part of the continuous service improvement program.

ITIL: Management - Business & Management Skills		نام دوره
The purpose of this course is to bring together in one week, guidance and best practice on all the essential business and management skills required by IT professionals.		خلاصه اهداف
5 Days		مدت
The course is aimed at IT professionals, particularly those responsible for the delivery and support of key IT services who are looking to expand their knowledge and understanding of wider business and management issues.		مخاطبین
IT Service Management Experience		پیش نیاز
Data Projector		نیاز مندیهای آزمایشگاهی
STANDARD Official Reference		مراجع
تماس گرفته شود	کمتر از ۵ نفر	هزینه (هر نفر)
تماس گرفته شود	۶ تا ۱۰ نفر	
۳,۰۰۰,۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۲,۵۰۰,۰۰۰ ریال	۲۱ تا ۳۰ نفر	
<ul style="list-style-type: none"> • Focus on business issues and the role of management • Team working and building • Motivation skills • Problem solving and decision making • Communication: life-blood of organisations • Report writing and written expression • Presentation skills - preparation and delivery • Interviewing techniques and practice • Negotiating skills and conflict management • Meetings - preparation, execution and administration • Financial issues for IT Managers, appreciation and understanding • Business planning and basic project management • Personal effectiveness and time management • Customer care and developing a service culture 		محتویات دوره

ITIL: Management - Business Relationship Management		نام دوره
To provide guidance and best practice on planning, developing and managing business relationships between internal and/or external IT service providers and their customers		خلاصه اهداف
3 Days		مدت
<p>This course is suitable for all Service Management professionals who have customer contact as part of their role. It is particularly applicable to those who have responsibility for managing or overseeing customer relationships or communication. It is also suitable for business professionals who interface with IT. Examples include:</p> <ul style="list-style-type: none"> • Business Relationship Managers • IT Service Managers • Account Managers • Project Managers • Application Development Managers • Service Level Managers • Service Desk Team Leaders • Senior customers of IT 		مخاطبین
IT Service Experience		پیش نیاز
Data Projector		نیازمندیهای آزمایشگاهی
STANDARD Official Reference		مراجع
تماس گرفته شود	کمتر از ۵ نفر	هزینه (هر نفر)
تماس گرفته شود	۶ تا ۱۰ نفر	
۲,۳۰۰,۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۲,۰۰۰,۰۰۰ ریال	۲۱ تا ۳۰ نفر	
<ul style="list-style-type: none"> • Concept and scope of BRM • Business Relationship Management goals and mission • The Business Relationship Manager role • The function of Business Relationship Management • Preparing for building relationships • What you need to know about your customers 		محتویات دوره

<ul style="list-style-type: none">• The importance of communication• BRM activities at strategic, tactical and operational levels• Marketing• Measuring customer satisfaction and customer perception	
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IT Governance Essentials		نام دوره
The main goal of IT governance is to establish structures and processes to ensure that IT aligns with the business strategy, that risks and opportunities are properly managed and IT delivers value for money. This course provides an opportunity to learn about the key elements of IT governance, as well as define an approach to implementing an effective IT governance programme.		خلاصه اهداف
2 Days		مدت
ICT Managers Project Managers		مخاطبین
IT Management Experience		پیش نیاز
Data Projector		نیازمندیهای آزمایشگاهی
STANDARD Official Reference		مراجع
تماس گرفته شود	کمتر از ۵ نفر	هزینه (هر نفر)
تماس گرفته شود	۶ تا ۱۰ نفر	
۱,۵۰۰,۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۱,۳۰۰,۰۰۰ ریال	۲۱ تا ۳۰ نفر	
<ul style="list-style-type: none"> • What is IT governance and how this fits into the wider enterprise governance and corporate governance frameworks • Why IT governance is important and the key drivers • Review of industry accepted IT governance frameworks (COBIT, ITIL, ISO 17799) • Key IT governance domains • Detailed coverage of key focus areas: <ul style="list-style-type: none"> - Regulatory requirements (S-Ox, Basle, etc) - Risk management - Managing projects and portfolio management - Service management - Security management - Outsourcing and managing third parties - Data privacy • IT governance metrics and continuous improvement • A roadmap for implementing an IT governance framework 		محتویات دوره

Introduction to ISO27001 (ISO17799-BS7799)		نام دوره
<p>This 3-Day intensive course designs for information security specialist or control professionals who are looking for the details of the BS ISO/IEC 17799:2005, a how-to guide for implementing ISO/IEC 27001 effectively, and the procedures for conducting audits for Certification Bodies. Specifically, this course provides:</p> <ul style="list-style-type: none"> * Comprehensive coverage of the managerial and technical aspects of BS ISO/IEC 17799:2005 * Detail explanations of the ISO/IEC 27001 ISMS components and the PDCA cycle * In-depth discussions on the necessary skills to both implement, maintain and audit an effective ISMS 		خلاصه اهداف
3 Days		مدت
<ul style="list-style-type: none"> • Senior Managers • IT Security Officers • IT Managers • Management Systems Managers • Auditors involved in introducing ISO/IEC 17799:2005 or ISO/IEC 27001:2005 into an organization • Chief Security Officers • Information Security Consultants 		مخاطبین
General understanding of information security		پیش نیاز
Data Projector		نیازمندیهای آزمایشگاهی
STANDARD Official Reference		مراجع
۳,۰۰۰,۰۰۰ ریال	کمتر از ۵ نفر	هزینه (هر نفر)
۲,۸۰۰,۰۰۰ ریال	۶ تا ۱۰ نفر	
۲,۵۰۰,۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۲,۱۰۰,۰۰۰ ریال	۲۱ تا ۳۰ نفر	
<ul style="list-style-type: none"> • Information Security and its importance • Introduction to Information Security Management System • Requirements of a Formal ISMS and Establishing a Management Framework • Dissecting BS ISO/IEC 17799 Security Controls 		محتویات دوره

<ul style="list-style-type: none"> • Determination of Scope of Information Security Management System • Identification & Classification of Information Assets • Determination of Values of Information Assets • Identification, Assessment and Treatment of Risks • Determination of Policies & the Degree of Assurance Required from Controls • Select Appropriate BS ISO/IEC 17799 Control Objectives • Development of Relevant Policies, Standards & Procedures • Production and Implementation of Policies, Standards and Procedures • Completion of ISMS Documentation Requirements • Audit and Review of ISMS 	
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Certified Information Security Manager		نام دوره
<ol style="list-style-type: none"> To provide a structured learning environment for security professionals to acquire the skills and knowledge of the core competencies required of a world class information security professional whether planning to sit for the examination or not. To gain and/or review the knowledge required for the certification examination in a thorough and systematic way. 		خلاصه اهداف
10 Days		مدت
The CISM designation is for Information Security professionals, managers and other assurance providers who have 3-5 years of front-line or management experience and responsibilities related to security.		مخاطبین
Understanding of general security and risk concepts		پیش نیاز
Data Projector		نیاز مندیهای آزمایشگاهی
STANDARD Official Reference		مراجع
تماس گرفته شود	کمتر از ۵ نفر	هزینه (هر نفر)
تماس گرفته شود	۶ تا ۱۰ نفر	
۴,۱۰۰,۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۳,۷۰۰,۰۰۰ ریال	۲۱ تا ۳۰ نفر	
<ul style="list-style-type: none"> Information Security Governance Risk Management Information Security Program Management Information Security Management Response Management 		محتویات دوره

نام دوره		Introduction to COBIT
خلاصه اهداف		The COBIT Foundation Course focuses on the need for an IT control framework, and it addresses IT governance issues affecting organizations globally. The course explains how to achieve sound IT governance through the implementation of COBIT. The course provides an overview of the COBIT control objectives, control practices, management guidelines and audit guidelines. Case studies and practical examples help you relate the components of the COBIT Framework to your own organization.
مدت		2 Days
مخاطبین		ICT Managers Project Managers Lead Developers/Team Leaders
پیش نیاز		IT Service Management Experience
نیاز مندیهای آزمایشگاهی		Data Projector
مراجع		STANDARD Official Reference
هزینه (هر نفر)		کمتر از ۵ نفر ۳،۰۰۰،۰۰۰ ریال
		۶ تا ۱۰ نفر ۲،۵۰۰،۰۰۰ ریال
		۱۱ تا ۲۰ نفر ۲،۰۰۰،۰۰۰ ریال
		۲۱ تا ۳۰ نفر ۱،۷۰۰،۰۰۰ ریال
محتویات دوره		<ul style="list-style-type: none"> • COBIT Course Introduction • Responding to IT Challenges • Introducing COBIT • What does COBIT Provide?- Part 1 • What does COBIT Provide?- Part 2 • Applying COBIT in Practice • Products and Support from ITGI • Cobit - Practice Test

نام دوره		ITIL, COBIT and ISO 17799
خلاصه اهداف	Understand the differences and shared areas between the three standards and how they can be used together in successful implementation of an IT Governance Framework	
مدت	1 Day	
مخاطبین	ICT Managers IT Consultants	
پیش نیاز	IT Management Experience	
نیازمندیهای آزمایشگاهی	Data Projector	
مراجع	STANDARD Official Reference	
هزینه (هر نفر)	کمتر از ۵ نفر	تماس گرفته شود
	۶ تا ۱۰ نفر	تماس گرفته شود
	۱۱ تا ۲۰ نفر	۱,۰۰۰,۰۰۰ ریال
	۲۱ تا ۳۰ نفر	۸۵۰,۰۰۰ ریال
محتویات دوره	TBA	

Microsoft Operations Framework (MOF) - Awareness		نام دوره
<p>This awareness course is aimed at providing delegates with an introduction to the need for consistent and systematic processes in the IT operations and service provision. MSM (Microsoft Solutions for Management) focuses on the solution design, development, delivery, support and management of mission-critical business systems running on the Microsoft platform.</p> <p>The course helps to expose delegates to the key elements of MSF (Microsoft Solutions Framework) and MOF (Microsoft Operations Framework) and has a strong emphasis on practical experience and group awareness.</p>		خلاصه اهداف
1 Days		مدت
All IT Professionals		مخاطبین
Microsoft Platforms Familiarity		پیش نیاز
Data Projector		نیاز مندیهای آزمایشگاهی
Microsoft Official Reference		مراجع
تماس گرفته شود	کمتر از ۵ نفر	هزینه (هر نفر)
تماس گرفته شود	۶ تا ۱۰ نفر	
۱,۰۰۰,۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۸۵۰,۰۰۰ ریال	۲۱ تا ۳۰ نفر	
<p>Overview of best practice in service management</p> <p>Based upon ITIL (the IT Infrastructure Library) framework, this section explains how Service Management can assist the IT organisation to establish a closer working relationship with the customer/client in order to provide greater flexibility and more reliable IT services that lead to greater customer satisfaction.</p> <p>Overview of MSF and MOF</p> <p>The background and business benefits of MSF and MOF are</p>		محتویات دوره

discussed, along with a detailed overview of the models that underpin each framework, i.e. process model, team model and risk model.

The “solution based” aspects of both MSF and MOF enable the IT organisation to implement process and operational change through a phased approach based upon business priorities.

MSF covers in detail the following:

- Application design and development
- Infrastructure deployment

MOF covers in detail the following:

Supporting processes and functions

- Service Desk
- Incident Management
- Problem Management

Changing processes and functions

- Configuration Management
- Change Management
- Release Management

Optimising processes and function

- Service Level Management
- Financial Management
- Workforce Management
- Availability Management
- Capacity Management
- Continuity Management

Operating processes and functions

- Systems Administration
- Systems Monitoring & Control
- Security Management
- Directory Service Administration
- Network Administration
- Job Scheduling
- Storage Management

<ul style="list-style-type: none">• Print and Output Management	
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Microsoft Operations Framework (MOF) - Essentials		نام دوره
<p>Microsoft Operations Framework (MOF) is a collection of best practices, principles and models for the operation of mission-critical business systems. MOF is based upon ITIL (the IT Infrastructure Library) best practice framework and provides comprehensive technical and operational guidance for achieving availability, manageability and security for solutions and services deployed and operated on Microsoft products and technologies.</p> <p>The course enables delegates to understand the key elements of MOF, i.e. the process model, the team model and the embedded risk management discipline, and the course aims to help delegates understand how MOF builds upon ITIL to achieve the benefits of operational excellence.</p> <p>To prepare delegates for the EXIN Essentials in Microsoft Operations Framework (MOF) examination.</p>		خلاصه اهداف
2 Days		مدت
<p>This course is aimed at IT service professionals with responsibility for the implementation and operation of mission-critical services running on the Microsoft platform.</p> <p>It is particularly relevant for organisations planning to implement Windows 2003 or other significant Microsoft platform changes.</p> <p>It is strongly recommended that delegates have a good understanding of ITIL Service Management before attending this course.</p>		مخاطبین
Microsoft Service Platform Experience		پیش نیاز
Data Projector		نیازمندیهای آزمایشگاهی
Microsoft Official Reference		مراجع
تماس گرفته شود	کمتر از ۵ نفر	هزینه (هر نفر)
تماس گرفته شود	۶ تا ۱۰ نفر	
۱,۸۰۰,۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۱,۵۰۰,۰۰۰ ریال	۲۱ تا ۳۰ نفر	
<ul style="list-style-type: none"> Describe the major challenges now facing IT Describe the challenges posed by the changing business world and IT operations' response to them 		محتویات دوره

<ul style="list-style-type: none">• Describe the challenge of delivering IT service platforms used for mission-critical workloads• Describe the MOF approach to Service Management• Describe the vision and goals of MOF• Describe the origins of MOF• Describe the relationship between MOF and ITIL• Explain why Microsoft chose to base MOF on ITIL• Describe the design considerations for MOF• List the models included in MOF.	
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Microsoft Operations Framework (MOF) - Changing Quadrant		نام دوره
The course enables delegates to understand the key elements of MOF, i.e. the process model, the team model and the embedded risk management discipline, and in particular demonstrates how the three service management functions in the changing quadrant help to deliver operational excellence through effective release management		خلاصه اهداف
3 Days		مدت
This course is essential for anyone involved in the management and deployment of changes to the Microsoft environment. The course offers a career path for practitioners who already hold the ISEB/EXIN Foundation Certificate in IT Service Management. The course is also suitable for: <ul style="list-style-type: none"> • Service Delivery Managers • Operations Managers • Development Managers • Solution Architects • Project Managers 		مخاطبین
Team Management/Leadership Experience		پیش نیاز
Data Projector		نیازمندیهای آزمایشگاهی
Microsoft Official Reference		مراجع
۳,۸۰۰,۰۰۰ ریال	کمتر از ۵ نفر	هزینه (هر نفر)
۳,۰۰۰,۰۰۰ ریال	۶ تا ۱۰ نفر	
۲,۸۰۰,۰۰۰ ریال	۱۱ تا ۲۰ نفر	
۲,۴۰۰,۰۰۰ ریال	۲۱ تا ۳۰ نفر	
Introduction to MOF The introduction to the core components of MOF, particularly the Changing Quadrant in the process model and how the three service management functions interact to provide effective release		محتویات دوره

management

Overview of the Change Management Process

The goal of change management is to ensure that standardized methods and procedures are used for efficient and prompt handling of all changes in order to minimize the impact of change-related incidents upon service quality.

This section involves the following:

- The change process
- Change Management versus Change Control
- Roles and responsibilities
- Key Performance Indicators (KPIs) and metrics

Effective Release Management

The purpose of release management is to ensure that hardware and software being released is traceable and secure, and that only correct, authorized, and tested versions are installed.

This section covers the following:

- Release planning, development and testing
- Rollout planning, preparation and deployment

Underpinning Configuration Management

Configuration management aims to ensure that only authorized components, referred to as CIs (configuration items), are used in the IT environment and that all changes to CIs are recorded and tracked through the component life cycle.

This section covers:

- Set up activities
- Establishing configuration items
- Accessing configuration items
- Changing configuration items
- Reviewing configuration items
- The Configuration Management Database (CMDB)

Handling Emergency Changes

Often, it is essential to implement changes to the IT services in an emergency. This section of the course explains how this can be done whilst still following the change management process, ensuring this is still done in a structured and controlled manner.