Take Your Skills to the Next Level with ITIL and Business Analysis Seminars

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Pass your ITIL Foundation, ITIL Service Lifecycle and ITIL Service Capability certification exams—we guarantee it!
For more information, call 1-800-262-9699.

About Global Knowledge
Global Knowledge is a member of leading industry groups and associations that award professional certification credits, enabling it to offer a unique blend of certification tracks, delivery method options and value-added resources to help you reach your certification goals. These seminars are recognized by industry leaders such as itSMF, IIBA® and PMI®.

For more information on Business Analysis seminars, visit www.amanet.org/BA
For more information on ITIL® seminars, visit www.amanet.org/ITIL
Understand the business analyst’s role and responsibilities in a successful project

**Description**
In this introductory seminar, you’ll delve into the role and responsibilities of the business analyst—the communication link between all business areas and a critical player in project success. Learn techniques for ensuring project success every step of the way—from identifying and analyzing potential projects to making sure that the final project product meets the requirements you identified. Through hands-on exercises, you’ll learn to define the scope of work and master requirements—gathering techniques that will work for a variety of projects and audiences. You’ll consider the unique needs of customers, stakeholders, and the IT department as you work toward building, documenting, communicating, and managing requirements.

**What You Will Cover**
- Role of the business analyst
- Build and evaluate a business case

**Content**

1. **Overview of Business Analysis**
   - The Solutions Life Cycle
   - What Is Business Analysis?
   - Business Analysis Terminology
   - International Institute of Business Analysis Course
   - CBAP® Certification

2. **Enterprise Analysis**
   - The Business Architecture
   - Feasibility Studies
   - Project Scope
   - Business Case
   - Risk Assessment
   - Decision Package
   - Selecting and Prioritizing Projects

3. **Requirements Planning and Management**
   - Team Roles for the Project
   - Work Division Strategy
   - Requirements Risk Approach
   - Planning Considerations
   - Requirements Activities
     - Selection
     - Estimation
     - Requirements Scope
     - Requirements Activity
     - Requirements Change Management

4. **Requirements Elicitation**
   - Elicit Requirements
   - Techniques
     - Brainstorming
     - Document Analysis
     - Focus Groups
     - Interface Analysis
     - Interviews
     - Observation
     - Prototyping
     - Workshop
     - Reverse Engineering
     - Survey/Questionnaire

5. **Requirements Analysis and Documentation**
   - Requirements Package
   - Business Domain Model
   - Analyze User Requirements
   - Analyze Functional Requirements
   - Analyze Quality of Requirements
   - Assumptions and Constraints
   - Requirements Management
   - Modeling Techniques
     - Data and Behavior Models
     - Process/Flow Models
     - Usage Models

6. **Requirements Communication**
   - Communication Plan
   - Manage Conflicts
   - Determine Format
   - Requirements Package
   - Requirements Presentation
   - Requirements Review
   - Requirements Signoff

7. **Solution Assessment and Validation**
   - Solution Alternatives
   - Technology Options
   - Solution Selection
   - Solution Usability
   - Quality Assurance
   - Solution Implementation
   - Solution Impacts
   - Post-Implementation Review

8. **BA Fundamentals**
   - Communication Skills
   - Leadership Skills
   - Problem-Solving Skills
   - Business Knowledge
   - IT Knowledge

9. **Case Studies**

10. **Exercises**

**Classroom Learning**
3 days, $2,195

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<td>Live Online Learning</td>
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**Classroom Learning**
- March 12-14 . . . . . . . . . . . Dallas, TX
- March 19-21 . . . . . . . . . . . New York, NY
- March 26-28 . . . . . . . . . . . San Jose, CA
- April 9-11 . . . . . . . . . . . . . Washington, DC
- April 16-18 . . . . . . . . . . . . . Chicago, IL
- April 30-May 2 . . . . . . . . . . . Raleigh, NC

**Live Online Learning**
- March 29-April 1 . . . . . . . . Dallas, TX
- May 14-16 . . . . . . . . . . . Atlanta, GA
- May 21-23 . . . . . . . . . . . Morristown, NJ
- June 11-13 . . . . . . . . . . . Houston, TX
- June 18-20 . . . . . . . . . . . Dallas, TX
- June 25-27 . . . . . . . . . . . New York, NY
- July 9-11 . . . . . . . . . . . . . Boston, MA
- July 16-18 . . . . . . . . . . . . Los Angeles, CA
- July 23-25 . . . . . . . . . . . . Chicago, IL
- July 30-August 1 . . . . . . . . San Jose, CA
- August 6-8 . . . . . . . . . . . . Atlanta, GA
- August 20-22 . . . . . . . . . . . Washington, DC
- September 10-12 . . . . . . . . . New York, NY

**Onsite Learning**
- Call 800-262-9699 for info

**This Seminar Qualifies for:**
- 21 PDUs, 21 CDUs
Develop effective requirements that meet business and stakeholder objectives.

**Description**
Numerous studies have concluded that failure to effectively develop and document project requirements is directly related to project failure. By following the logical methodology for the requirements process presented in this seminar, you’ll learn to develop and write effective requirements, including business objectives as well as business, stakeholder, and solution requirements. By working through the requirements process using various elicitation techniques, you’ll discover the importance of and types of requirements, best practices for writing requirements, steps for signoff, and management of the requirements baseline.

**What You Will Cover**
- Types of requirements, including business, stakeholder, functional, non-functional, and transition requirements
- Elicitation techniques, including their advantages and disadvantages for the various requirements stakeholders
- Analysis and modeling of requirements
- Types of requirement documents
- Best practices for requirements writing
- How to avoid requirements writing pitfalls
- Steps for requirements verification, validation, and signoff
- Requirements management processes, including data management, tracing, and change management

**Who Should Attend**
Systems analysts, business analysts, requirements analysts, developers, software engineers, IT project managers, project managers, project analysts, project leaders, senior project managers, team leaders, program managers, testers, and QA specialists.

**Pre requisite**
- Business Analysis Essentials (p. 3)

**Hands-On Exercises**
- Document the current environment and proposed scope for case study
- Create charter and ID team
- Identify stakeholders for case study
- Case study: create elicitation plan, create interview event, create workshop event
- Case study: modeling functional requirements—use case diagrams, data modeling—ERD
- Develop requirements document templates
- Develop requirements change flowchart
- Critique and make improvements to a case study requirements document

**Content**

1. **Requirements Issues and Impacts**
   - Issues from poor requirements processes
   - CBAP® review
   - Requirements definition
   - Requirements problems class exercise/brainstorm

2. **Foundations of Requirements**
   - Types of requirements
   - Business vs. technical communications
   - Requirements approaches
   - Product and project life cycles
   - Role of business analyst (IIBA view)
   - The requirements process

3. **Defining the Product Scope**
   - Enterprise analysis overview
   - What scope is
   - The business case
   - Use cases to describe current environment and proposed scope

4. **Requirements Communication Planning**
   - The requirements communications plan
   - Requirements conflicts
   - The requirements package

5. **Requirements Planning: The Requirements Charter**
   - The requirements charter
   - The requirements team

6. **Requirements Planning: Sources**
   - Stakeholder types
   - Identifying stakeholders
   - Analyzing stakeholders for requirements

7. **Requirements Elicitation**
   - Techniques
   - Creating an elicitation archive
   - Elicitation plan

8. **Requirements Analysis**
   - Functional requirements
   - Non-functional requirements
   - Constraints
   - Modeling techniques
   - UML techniques
   - Data modeling

9. **Requirements Signoff**
   - The requirements baseline
   - Review meetings
   - The signoff process

10. **Writing the Requirements Document**
    - Technical writing practices
    - Good requirements writing practices
    - Requirements writing pitfalls and mistakes
    - Requirements document enhancements
    - Writing functional and non-functional requirements

11. **Requirements Management**
    - Managing throughout the product life cycle
    - Components of requirements management
    - The change process
    - Traceability
    - Requirements/configuration management systems
    - Requirements attributes—brainstorm

12. **Other Topics**
    - Requirements process close
    - Project life cycles
    - Agile development considerations

**Classroom Learning**  
4 days, $2,495  
**Live Online Learning**  
Five 6-hour sessions, $2,495  
**Onsite Learning**  
Call 800-262-9699 for info  
**This Seminar Qualifies for:**  
28 PDUs, 28 CDUs

**Classroom Learning**
- March 5-8 ..................... Boston, MA
- March 26-29 .................. New York, NY
- April 2-5  ..................... Los Angeles, CA
- April 16-19 .................. Dallas, TX
- April 30-May 3 ................ Atlanta, GA
- May 7-10  ..................... Orlando, FL

- May 14-17 ..................... Morristown, NJ
- May 21-24 .................. Chicago, IL
- May 29-June 1 ............... Houston, TX
- June 11-14 ................. San Jose, CA
- June 18-21 .................. Washington, DC
- July 23-26 .................. New York, NY
- July 30-August 2 ............ Raleigh, NC
- August 6-9 .................. Dallas, TX
- August 20-23 ............... Chicago, IL
- August 27-30 ................ Atlanta, GA
- September 3-6 ................ Boston, MA
- September 17-20 .......... Washington, DC

**Live Online Learning**  
- May 7-11  
- Jul. 30-Aug. 3
Certified Business Analyst Professional (CBAP®) and Certification of Competency in Business Analysis (CCBA™) Exam Prep Boot Camp  Seminar 72922

Accelerate your readiness for the CBAP and CCBA exams

Description
Gain the essential information you need to prepare for and pass the Certified Business Analyst Professional™ (CBAP®) or Certification of Competency in Business Analysis™ (CCBA™) exam. This Boot Camp focuses on the Business Analysis Body of Knowledge® (BABOK®) areas specifically covered in both exams. You’ll take practice exercises and quizzes and learn study and test-taking tips using IIBA terminology.

This interactive seminar includes:
- CBAP and CCBA exam prep study guide
- Exercises throughout to reinforce CBAP and CCBA exam concepts
- Handy reference charts
- Exercises to increase memory recall
- Optional custom-created flash cards

What You Will Cover
- Prepare to take the CBAP and CCBA exams
- Learn BABOK terms, definitions, and processes
- Master test-taking techniques
- Discover styles and types of questions found on the CBAP and CCBA exams

Who Should Attend
Systems analysts, business analysts, IT project managers, associate project managers, project managers, project coordinators, project analysts, project leaders, senior project managers, team leaders, product managers, and program managers seeking CBAP or CCBA certification.

CCBA certification designates business analysis (BA) practitioners who have developed essential BA skills and have at least 3,750 hours of hands-on BA experience.
CBAP certification designates BA practitioners who have extensive business analysis experience. With at least 7,500 hours of hands-on BA experience, CBAP recipients are the senior members of the BA community.

Content
1. Introduction
   - CBAP and CCBA exam requirements
   - Exam questions
   - Exam-taking tips
   - Assessment quiz
2. BABOK Foundation
   - BABOK definitions
   - Knowledge areas
   - Underlying fundamentals
3. BA Six Knowledge Areas
   - Planning and monitoring
   - Elicitation
   - Enterprise analysis
   - Solution assessment and validation
   - Requirements management and communication
   - Requirements analysis
4. Enterprise Analysis
   - Overview of enterprise analysis
   - Summary exercise
   - Practice test
5. Requirements Planning and Management
   - Overview of requirements planning and management
   - Summary exercise
   - Practice test
6. Requirements Elicitation
   - Overview of requirements elicitation
   - Summary exercise
   - Practice exercises
   - Practice test
7. Requirements Analysis and Documentation
   - Overview of requirements analysis and documentation
   - Summary exercise
   - Practice test
8. Requirements Communication
   - Overview of requirements communication
   - Summary exercise
   - Practice test
9. Solution Assessment and Validation
   - Overview of solution assessment and validation
   - Summary exercise
   - Practice test
10. Underlying Fundamentals
    - Overview of underlying fundamentals
    - Communication skills
    - Leadership skills
    - Problem-solving skills
    - Business knowledge
    - Information technology knowledge
    - Summary exercise
    - Practice test

Classroom Learning
4 days, $2,995

Live Online Learning
Five 8.5-hour sessions, $2,995

Onsite Learning
Call 800-262-9699 for info

This Seminar Qualifies for:
36 PDUs, 36 CDUs

Classroom Learning
March 5-8  . . . . . . . . . . . . . . . . . . . . Raleigh, NC
March 12-15  . . . . . . . . . . . . . . . . . . . . San Jose, CA
March 26-29  . . . . . . . . . . . . . . . . . . . . Houston, TX
April 9-12   . . . . . . . . . . . . . . . . . . . . Morristown, NJ
April 16-19  . . . . . . . . . . . . . . . . . . . . Chicago, IL
May 14-17   . . . . . . . . . . . . . . . . . . . . New York, NY
May 21-24  . . . . . . . . . . . . . . . . . . . . Washington, DC
May 29-June 1 . . . . . . . . . . . . . . . . . . . . Dallas, TX
June 11-14  . . . . . . . . . . . . . . . . . . . . Boston, MA
July 30-August 2  . . . . . . . . . . . . . . . . . . . Orlando, FL
August 6-9   . . . . . . . . . . . . . . . . . . . . Los Angeles, CA
August 20-23 . . . . . . . . . . . . . . . . . . . . Washington, DC
August 27-30  . . . . . . . . . . . . . . . . . . . . Morristown, NJ
September 4-7  . . . . . . . . . . . . . . . . . . . . Atlanta, GA
September 10-13 . . . . . . . . . . . . . . . . . . San Jose, CA
September 17-20 . . . . . . . . . . . . . . . . . . Raleigh, NC
September 24-27 . . . . . . . . . . . . . . . . . . Houston, TX

Live Online Learning
March 26-30  . . . . . . . . . . . . . . . . . . . . September 10-14
June 25-29
Learn about process improvements, benefits, and challenges of ITIL, and get your ITIL Foundation certification

**Description**
In this exciting and dynamic seminar, you will get an introduction to the lifecycle of managing IT services to deliver to business expectations. Using an engaging case study, you’ll learn the core disciplines of ITIL best practices. Upon completing this seminar, you’ll be well positioned to successfully complete the ITIL Foundation exam.

**ITIL covers five core disciplines:**
- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

These disciplines represent a service lifecycle framework that further enhances alignment to the business while demonstrating business value and ROI and enabling IT to solve specific operational needs.

This seminar includes handouts and references useful after the class, as well as practice sessions, quizzes, exam strategies, and test-taking tips. The one-hour ITIL Foundation exam will be offered on the last day at 3:30 p.m.

**What You Will Cover**
- Key concepts of ITIL
- Important principles for improving IT operations
- Vital processes and functions
- Practical guidance for applying ITIL to everyday IT situations
- How to align with business, control costs, and improve IT service quality
- Strategies to balance IT resources

**Content**

1. **Service Management Defined**
   - IT services and what they really do
   - How IT services deliver value to customers
   - Value and importance of IT service management

2. **ITIL Introduction**
   - Good practices
   - Ease ITIL adoption
   - ITIL qualification scheme, bodies, and certifications

3. **Service Operation**
   - Effectively and efficiently deliver support services

4. **Continual Service Improvement**
   - Create and maintain value for customers
   - Importance of better design, introduction, and operation of services
   - Improving service quality, business continuity, and IT efficiency
   - Link improvement efforts to strategy, design, and transition

5. **Service Strategy**
   - Design, develop, and implement service management
   - Service management as a strategic asset
   - Setting objectives and expectations
   - Identify and select prioritization opportunities

6. **Service Design**
   - Design and develop services
   - Develop processes
   - Design principles and methods
   - Convert strategy into services

7. **Service Transition**
   - Develop and improve capabilities
   - Improved methods for transitioning new and changed services into operation
   - Manage the complexity related to changes
   - Prevent undesired results while enabling innovation

8. **Exam-Taking Tips**
   - Important techniques to help you pass your exam

9. **Practice Exams**
   - In-class and take-home exam preparation

**Who Should Attend**
Anyone seeking ITIL Foundation certification and everyone interested in aligning IT with business, controlling or reducing IT costs, improving IT service quality, and balancing IT resources in the most effective manner. All IT professionals, including project managers, managers, project or team members, coordinators, network operators, business process analysts, architects, consultants, systems integrators, help desk managers and staff, planners, managed service providers, outsourcers, application developers, and other IT-related positions.

**Prerequisites**
Familiarity with IT terminology and IT-related work experience are recommended.

**Certification - ITIL Foundation Certificate**
Note: This course is required for entry into the future ITIL Intermediate-level training courses.

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<td>Five 4-hour sessions, $2,295</td>
<td>Call 800-262-9699 for info</td>
<td>18 PDUs</td>
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**Classroom Learning**
- March 5-7 . . . . . . . . . . . . Anaheim, CA
- March 5-7 . . . . . . . . . . . . Detroit, MI
- March 5-7 . . . . . . . . . . . . Seattle, WA
- March 12-14 . . . . . . . . . . Los Angeles, CA
- March 12-14 . . . . . . . . . . Atlanta, GA
- March 12-14 . . . . . . . . . . Morristown, NJ
- March 19-21 . . . . . . . . . . . . San Jose, CA
- March 19-21 . . . . . . . . . . Washington, DC
- March 19-21 . . . . . . . . . . . . Dallas, TX
- March 26-28 . . . . . . . . . . . . Denver, CO
- March 26-28 . . . . . . . . . . Columbus, OH
- April 2-4 . . . . . . . . . . . . Sacramento, CA
- April 2-4 . . . . . . . . . . . . Washington, DC
- April 2-4 . . . . . . . . . . . . New York, NY
- April 9-11 . . . . . . . . . . . . Chicago, IL
- April 9-11 . . . . . . . . . . . . Baltimore, MD
- April 9-11 . . . . . . . . . . Minneapolis, MN
- April 16-18 . . . . . . . . . . . Philadelphia, PA
- April 16-18 . . . . . . . . . . Houston, TX
- April 23-25 . . . . . . . . . . Washington, DC
- April 23-25 . . . . . . . . . . Raleigh, NC
- April 23-25 . . . . . . . . . . Austin, TX
- April 30-May 2 . . . . . . . . San Diego, CA
- April 30-May 2 . . . . . . . . Honolulu, HI
- April 30-May 2 . . . . . . . . Columbus, MD
- May 7-9 . . . . . . . . . . . . . . Atlanta, GA
- May 7-9 . . . . . . . . . . . . . . Boston, MA
- May 7-9 . . . . . . . . . . . . . . Norfolk, VA
- May 14-16 . . . . . . . . . . . . San Jose, CA
- May 14-16 . . . . . . . . . . . . Washington, DC
- May 14-16 . . . . . . . . . . . . Dallas, TX
- May 21-23 . . . . . . . . . . . . Morristown, NJ
- May 21-23 . . . . . . . . . . . . Rochester, NY
- May 21-23 . . . . . . . . . . . . Dulles, VA
- May 29-31 . . . . . . . . . . . . Denver, CO
- May 29-31 . . . . . . . . . . . . Orlando, FL
- May 29-31 . . . . . . . . . . . . San Antonio, TX
- June 4-6 . . . . . . . . . . . . . . Phoenix, AZ
- June 4-6 . . . . . . . . . . . . . . San Francisco, CA
- June 4-6 . . . . . . . . . . . . Ft Lauderdale, FL
- June 11-13 . . . . . . . . . . . . Washington, DC
- June 11-13 . . . . . . . . . . . . Chicago, IL
- June 11-13 . . . . . . . . . . . . New York, NY
- June 18-20 . . . . . . . . . . . . Los Angeles, CA
- June 18-20 . . . . . . . . . . Portland, OR
- July 30-Aug. 3
- Sep. 10-14

For full seminar schedules go to www.amanet.org/ITIL
The IT Infrastructure Library® (ITIL®) is a set of best practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business. ITIL is published as a series of five core publications, each covering an ITSM lifecycle stage. ITIL describes procedures, tasks, and checklists that are not organization-specific and are used to establish a minimum level of competency, providing a baseline from which to plan, implement, and measure.

ITIL advocates that IT services must be aligned to the needs of the business and underpin the core business processes. It provides guidance on how to use IT as a tool to facilitate business change, transformation, and growth.

Our ITIL training curriculum includes preparation for Foundation, Intermediate, and Expert credentials. The chart below defines the courses required to achieve certification.
ITIL® Service Lifecycle Certification Training

**ITIL® Service Lifecycle: Service Strategy**  Seminar 72719

Classroom Learning: 3 Days, $2,495, 21 PDUs
Live Online Learning: Five 5-hour sessions, $2,495, 21 PDUs

In this seminar, you will be immersed in the overall concepts, processes, policies, and methods associated with the Service Strategy phase of the Service Lifecycle. You’ll focus on managing and controlling the activities and techniques within the Service Strategy stage, not the detail of each of the supporting processes. This seminar is designed using an engaging scenario-based approach to learning the core disciplines of ITIL best practices, and it positions you to successfully complete the associated exam, which is offered on the last day at 3:30 p.m.

**What You Will Cover**
- Service Management as a practice and Service Strategy principles, purpose, and objective
- How all Service Strategy processes interact with other Service Lifecycle processes
- Activities, methods, and functions used in each of the Service Strategy processes
- Roles and responsibilities within Service Strategy and the activities and functions to achieve operational excellence
- How to measure Service Strategy performance
- Technology and implementation requirements in support of Service Strategy
- Challenges, critical success factors, and risks associated with Service Strategy

**ITIL® Service Lifecycle: Service Design**  Seminar 72720

Classroom Learning: 3 Days, $2,495, 21 PDUs
Live Online Learning: Five 5-hour sessions, $2,495, 21 PDUs

In this seminar, you will be immersed in the overall concepts, processes, policies, and methods associated with the Service Design phase of the Service Lifecycle. You will cover management and control of the activities and techniques within the Service Design stage, not the detail of each of the supporting processes. This seminar is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practices, and it positions you to successfully complete the associated exam, which is offered on the last day at 3:30 p.m.

**What You Will Cover**
- Service Management as a practice and Service Design principles, purpose, and objective
- How all Service Design processes interact with other Service Lifecycle processes
- The sub-processes, activities, methods, and functions used in each of the Service Design processes
- Roles and responsibilities within Service Design and the activities and functions to achieve operational excellence
- How to measure Service Design performance
- Technology and implementation requirements in support of Service Design
- Challenges, critical success factors, and risks related to Service Design

**ITIL® Service Lifecycle: Service Transition**  Seminar 72721

Classroom Learning: 3 Days, $2,495, 21 PDUs
Live Online Learning: Five 5-hour sessions, $2,495, 21 PDUs

In this seminar, you will be immersed in the overall concepts, processes, policies, and methods associated with the Service Transition phase of the Service Lifecycle. You’ll focus on Service Transition purpose, principles, processes, activities, functions, technology, and implementation considerations. Using an engaging case study-based approach, you’ll learn the core disciplines of ITIL and you’ll prepare to successfully complete the associated exam. The exam will be offered on the last day at 3:30 p.m.

**What You Will Cover**
- Service Management as a practice and CSI principles, purpose, and objective
- How all CSI processes interact with other Service Lifecycle processes
- The sub-processes, activities, methods, and functions used in each of the CSI processes
- Roles and responsibilities within CSI and the activities and functions to achieve operational excellence
- How to measure CSI performance
- Technology and implementation requirements in support of CSI
- The challenges, critical success factors, and risks related to CSI

For full seminar schedules go to www.amanet.org/ITIL
The ITIL Service Capability stream consists of four certifications, or qualifications, that focus on specific phases of the ITIL Service Lifecycle, with emphasis on process activities and their execution and use. The Service Capability seminars deliver specialized knowledge on functions, roles and responsibilities, cluster groupings, activities, and implementation.

If your job role focuses on one area of ITIL or you need detailed process-level knowledge, the Service Capability qualifications are for you. They are also appropriate if you want to achieve ITIL Expert status to exhibit a balanced and well-rounded understanding of ITIL best practices.

In each of our Service Capability offerings you will be immersed in the practical aspects of the ITIL Service Lifecycle and the processes associated with each aspect of Service Capability.

You will focus on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. Using an engaging, scenario-based approach to learning the core disciplines of ITIL best practices, you will learn to apply the practices throughout the Service Management Lifecycle. The training positions you to successfully complete the associated exams offered on the last day.

**Note:** The ITIL Foundation certification is required to take the exam at the end of class. Proof of certification must be provided to Global Knowledge 20 days prior to the start of class. Please email certification information to ITIL.Courses@globalknowledge.com or fax it to (919) 468-4104.

### ITIL® Service Capability: Planning, Protection, and Optimization Seminar 72724

**Classroom Learning:** 5 Days, $2,995, 30 PDUs  
**Live Online Learning:** Eight 5-hour sessions, $2,995, 30 PDUs

In this seminar, you will be immersed in the practical aspects of the ITIL v3 Service Lifecycle and processes associated with the Planning, Protection, and Optimization of services and service delivery. You will focus on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable certificate holders to apply the practices throughout the Service Management Lifecycle. This seminar is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practices, and it positions you to successfully complete the associated exam, which is offered on the last day at 1 p.m.

The main process focus areas of this course include:

- Demand management
- Capacity management
- Availability management
- IT service continuity management (ITSM)
- Information security management (ISM)

### ITIL® Service Capability: Service Offerings and Agreements Seminar 72725

**Classroom Learning:** 5 Days, $2,995, 30 PDUs  
**Live Online Learning:** Eight 5-hour sessions, $2,995, 30 PDUs

This seminar immerses you in the practical aspects of the ITIL v3 Service Lifecycle and processes associated with the Service Offerings and Agreements of services and service delivery. You’ll focus on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This seminar uses an engaging case study-based approach to learning the core disciplines of ITIL best practices, positioning you to successfully complete the associated exam. The exam will be offered on the last day at 1 p.m.

The main process focus areas of this course include:

- Business relationship management
- Service portfolio management
- Financial management for IT services
- Supplier management
- Access management process
- Service desk, technical management
- IT operations and application management

### ITIL® Service Capability: Release, Control, and Validation Seminar 72726

**Classroom Learning:** 5 Days, $2,995, 30 PDUs  
**Live Online Learning:** Eight 5-hour sessions, $2,995, 30 PDUs

This seminar will immerse you in the practical aspects of the ITIL v3 Service Lifecycle and processes associated with the Release, Control, and Validation of services and service delivery. The main focus of this seminar is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This seminar uses an engaging case study-based approach, allowing you to learn the core disciplines of ITIL best practices and to be positioned to successfully complete the associated exam. The exam will be offered on the last day at 1 p.m.

The main process focus areas of this course include:

- Service asset and configuration management (SACM)
- Change management
- Change evaluation
- Release and deployment management
- Service validation and testing
- Request fulfillment
- Knowledge management

### ITIL® Service Capability: Operational Support and Analysis Seminar 72727

**Classroom Learning:** 5 Days, $2,995, 30 PDUs  
**Live Online Learning:** Eight 5-hour sessions, $2,995, 30 PDUs

This seminar immerses you in the practical aspects of the ITIL v3 Service Lifecycle and processes associated with the Operational Support and Analysis of services and service delivery. The main focus of this seminar is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This seminar uses an engaging case study-based approach to learning the core disciplines of ITIL best practices, and it positions you to successfully complete the associated exam. The exam will be offered on the last day at 1 p.m.

The main process and functional focus areas include:

- Event and incident management process
- Request fulfillment process
- Problem management process
- Access management process
- Service desk, technical management
- IT operations and application management

Certification: Change Analyst certification

For full seminar schedules go to www.amanet.org/ITIL
Learn the best practices for defining an ITIL Service Catalog

**Description**
Learn the best practices for implementing and managing a Service Catalog. You will cover the overall concepts, requirements, and planning needed for a successful Service Catalog implementation. You'll learn why a business case is needed to identify the first steps to take for Service Catalog creation.

**What You Will Cover**
- Service Catalog concepts
- Principles related to Service Catalog
- Technology for Service Catalogs
- Planning the creation of a Service Catalog
- Reporting requirements
- Building a Service Catalog business case

**Prerequisite**
- ITIL Foundation Certification

**Certification**
- ITIL Service Catalog
- Credits toward ITIL Expert in IT Service Management

**Classroom Learning**
- March 5-7, Dallas, TX
- April 2-4, Washington, DC
- April 9-11, Atlanta, GA

**Onsite Learning**
- April 23-25, San Jose, CA
- April 30-May 2, Chicago, IL
- May 7-9, Morristown, NJ

**This Seminar Qualifies for:**
21 PDUs

**Classroom Learning**
- March 19-21, Dulles, VA
- April 2-4, Dallas, TX
- April 16-18, New York, NY

**Onsite Learning**
- April 23-25, Washington, DC
- May 7-9, Chicago, IL
- May 14-16, Raleigh, NC

**Classroom Learning**
- May 30-June 1, Morristown, NJ
- June 18-20, Atlanta, GA
- July 23-25, Washington, DC

**Onsite Learning**
- August 6-8, Dallas, TX
- August 13-15, San Jose, CA
- August 20-22, Dulles, VA

Learn the best practices for change and release management

**Description**
In this seminar, you’ll gain knowledge and practical experience of the main skills and competencies required for the role of a change analyst within IT Service Management. This seminar builds upon the basic Service Management knowledge acquired through achieving the ITIL Foundation certification. The Change Analyst qualification is multidimensional, combining a more detailed look at the structure and application of the key change processes and procedures, together with an insight into the soft skills required to meet everyday challenges.

**What You Will Cover**
- Change management and the role of the Change Analyst
- The importance of communication in this role
- The specific skills and competencies associated with the role of Change Analyst
- The importance of maintaining quality

**Prerequisite**
- At least 17 ITIL credits (required)

**Certification**
- Change Analyst certification

**Classroom Learning**
- March 19-21, Dulles, VA
- April 2-4, Dallas, TX
- April 16-18, New York, NY

**Onsite Learning**
- April 23-25, Washington, DC
- May 7-9, Chicago, IL
- May 14-16, Raleigh, NC

**Classroom Learning**
- May 30-June 1, Morristown, NJ
- June 18-20, Atlanta, GA
- July 23-25, Washington, DC

**Onsite Learning**
- August 6-8, Dallas, TX
- August 13-15, San Jose, CA
- August 20-22, Dulles, VA

Learn the best practices for ITIL Managing Across the Lifecycle

**Description**
This is the final module of the Service Lifecycle and/or Service Capability Intermediate seminars that lead to the ITIL expert. In this seminar, you’ll be immersed in the contents of the ITIL publications. You’ll focus on business, management, and supervisory objectives, purposes, processes, functions, and activities, and you will examine the interfaces and interactions between the processes covered in the Service Lifecycle.

**What You Will Cover**
- Introduction to IT Service Management business and managerial issues
- Managing the planning and implementation of IT Service Management
- Management of strategic change
- Risk management
- Organizational challenges
- Service assessment
- Complementary industry guidance

**Prerequisite**
- At least 17 ITIL credits (required)

**Classroom Learning**
- March 12-16, Washington, DC
- March 19-23, Raleigh, NC
- March 26-30, Atlanta, GA
- April 9-13, Dulles, VA

**Live Online Learning**
- April 16-20, San Jose, CA
- May 7-11, New York, NY
- May 14-18, Chicago, IL
- June 25-29, Washington, DC

**Onsite Learning**
- July 16-20, Atlanta, GA
- August 13-17, San Jose, CA
- August 20-24, Morristown, NJ
- August 27-31, New York, NY

**This Seminar Qualifies for:**
30 PDUs
ITIL® Workshops

Take action on your ITIL certification with our series of “how to” seminars

You’ve received your ITIL certification, and you’ve been taught the framework, the process, and the vocabulary. What now? How do you take ITIL theory and put it into practice? Fortunately, our ITIL Workshops training can help. We focus on a real-world skillset, leveraging hands-on case studies and exercises that let you practice the tools and techniques you’ll use back in your job. You will learn what it takes and how to implement key ITIL concepts in a matter of days.

**ITIL® Workshops**

**How to Get Started with ITIL®** Seminar 72791

**Live Online Learning: Four 4-hour sessions, $1,595, 12 PDUs**

Learn how to start your ITIL implementation as you discover how to put ITIL framework theories into practice. You will gain practical tips for planning and successfully executing an ITIL implementation. You will learn the key concepts of ITIL stages, processes, functions, and activities and turn them into an actionable plan for your organization to follow. Through in-class exercises, discussion, and worksheets, you will be able to determine the right ITIL implementation strategy for your organization.

You will learn to perform an accurate, unbiased baseline assessment in terms of your business, organization, people, process, and technology; to determine high-level business objectives and then align the business and IT strategies; specialized techniques for improving your chances of success with ITIL; and to engage management and staff to support your ITIL plans.

**How to Define and Value IT Services** Seminar 72771

**Live Online Learning: Four 6-hour sessions, $2,195, 18 PDUs**

In this class, you will learn how to define and value IT services in business terms to understand the services with the highest value to your business. You will practice defining IT services and get take-home tools and templates you can use in your own organization to rapidly build your service portfolio. You’ll learn to identify your stakeholders and work with them to understand their priorities and needs.

For organizations implementing ITIL, our ITIL Workshops materials will help you take active steps towards successful implementation. All students will learn best practices from a variety of frameworks to help you effectively turn theory into practice. You will learn key principles from IT Infrastructure Library (ITIL), COBIT, and Management of Risk (M_o_R) that can be applied from a practical approach to enable your IT service strategy.

**How to Create an ITIL® Service Desk and Incident Management Process** Seminar 72792

**Live Online Learning: Four 6-hour sessions, $2,195, 18 PDUs**

Through a series of case studies, classroom discussions, and exercises, you will gain hands-on experience in designing an Incident Management process to manage incidents as they relate to customer activities and service guarantees and as part of an overall service support capability. You will design policies and procedures for restoring the availability and normal operation of IT services following an incident, and you will take away worksheets and templates that will enable you to create your organization’s Service Desk and Incident Management process. You will learn to develop your own ITIL-based Service Desk and Incident Management process; principles of Incident Management and major activities involved in the Incident Management process; specialized techniques for managing staff as well as users and customers; and the important role of technology in Service Desk and Incident Management.

**How to Measure and Justify IT Services** Seminar 72772

**Live Online Learning: Four 6-hour sessions, $2,195, 18 PDUs**

In this seminar, you will learn how to measure IT service performance so you can identify and create IT service improvement plans. Learn how to determine customer expectations and needs, evaluate IT capabilities, and analyze gaps between the two. Determine service improvement projects that can close those gaps and achieve business-IT alignment.

You will learn strategies for selecting the right service improvement project for the highest business impact. Learn to justify service improvement plans by clearly communicating IT project selection criteria in understandable language that promotes business buy-in.

You will practice measuring and justifying IT services, and you’ll get take-home tools and templates to use in your own organization to rapidly build your service portfolio. Become an expert on selecting the IT improvement projects that will have the highest impact to your organization and ensure that your IT efforts are aligned with the business strategy.

**How to Master Problem Management** Seminar 72793

**Live Online: Four 6-hour sessions, $2,195, 18 PDUs**

In this hands-on seminar, you will practice designing and implementing the ITIL Problem Management process. You will learn to identify problems, conduct a root cause analysis, and establish criteria for escalation and management of problems. Discover best practices for communication about problems, and learn to use Problem Management tools and techniques. In a robust case study, you will analyze an organization and create a Problem Management process for that organization, gaining skills and techniques in class that you can apply to your own organization. You will learn specialized techniques for managing problems and determining their root cause, and you’ll learn methods to accelerate teamwork for complex problems.

For full seminar schedules go to amanet.org/ITIL
To offer you even greater options for expanding your skills, American Management Association established a relationship with Global Knowledge, a worldwide leader in IT and business skills training. This relationship strengthens AMA’s offering to its customers by providing an extensive selection of ITIL® and Business Analysis seminars along with expanded opportunities for industry-recognized certifications.

If you’re an IT or business professional seeking to expand your skills and enhance your career path, browse the seminars offered throughout this special booklet. Then take advantage of this unique opportunity and register today!

For more information on Business Analysis seminars, visit www.amanet.org/BA
For more information on ITIL® seminars, visit www.amanet.org/ITIL