

THE INOBITS CONSULTING & FOX IT PARTNERSHIP



Inobits Consulting and Fox IT have established a partnership aimed at assisting organisations to achieve effective ICT and business alignment through innovation and service excellence. Through this partnership, Inobits will deliver a range of ICT infrastructure and service management consulting and educational offerings focused on the adoption and effective implementation of the best practices documented in ITIL®. The offerings will be integrated into Inobits's current ICT Management Solutions line of business.

The establishment of the partnership was driven by the synergies between the two companies. Both Inobits and Fox are within the contexts of their respective business strategies successful professional services organisations with a global focus, experienced workforces, solution-oriented delivery approaches, advocates and implementers of best practices, excellent track records, and a clear focus on extracting value from investments in ICT through integrated management of ICT infrastructures, services an organisations.

ABOUT INOBITS. Inobits's core business activities are centred around the development and implementation of flexible, effectively managed, and secure ICT service solutions and infrastructures that are based upon Microsoft® and related products and technologies. The company assists organisations to establish and maintain service-oriented and process-driven service provision environments, to plan, build and implement integrated business solutions, infrastructures and management architectures, and to establish and maintain skilled, well organised and disciplined workforces.

Inobits Consulting is a Microsoft® Gold Certified Partner for Advanced Infrastructure & Learning Solutions.

 **inobits**
ICT Management Solutions

Microsoft®
GOLD CERTIFIED
Partner



ABOUT FOX. Fox's core business is ICT infrastructure and service management. It has been involved in the practical implementation of infrastructure and service management techniques for more than 20 years. Many of its consultants has been (and still are) instrumental in the development and on-going improvement of the best practices documented in the IT Infrastructure Library (ITIL®). Fox is a Microsoft Business Partner and one of six Microsoft Solutions for Management Specialist Delivery Partners. It has assisted in the development, and currently the ongoing improvement and delivery of Microsoft's Operations Framework (MOF). It also has a strategic partnership with Hewlett Packard for the delivery of ICT management solutions.

ITIL® Infrastructure Management Certificate for ICT Managers

Overview

ICT Infrastructure Management (ICTIM) is 3-day public or single organisation instructor-led course. It is aimed at enabling delegates to demonstrate knowledge and application of the processes required to manage an ICT infrastructure in alignment with business needs. It defines the processes, interfaces and dependencies associated with the ICT infrastructure management life cycle, including strategic plans, design, deployment, operations and ongoing support and maintenance. It builds on the general principles covered in the ITIL® Service Management Essentials course.

Who should attend?

The course is targeted at 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.

Professional Qualifications

The ICTIM course prepares delegates for the examination to attain the ISEB ITIL® Infrastructure Management Certificate. Candidates are required to pass a 3-hour closed book examination based on a case study (40%) and three additional questions (60%). Candidates will be allowed an additional 30 minutes to read the case study. Examinations are scheduled quarterly by the ISEB. The Certificate complements the ISEB Practitioners and Managers Certificates for Service Management.



Register now!!

When: 1 to 3 June, 2005

Where: Inobits Consulting, Johannesburg, South Africa

Cost: R7500ppa (excl. VAT)

Why use Inobits & Fox?

- *Thought leadership*
- *Global presence & experience*
- *Mix of technical & management expertise*
- *Holistic service-oriented approach*
- *Incorporation of best practices*
- *Consistency & quality*
- *Knowledge transfer*
- *Successful track record*



inobits
ICT Management Solutions

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ITIL® Infrastructure Management Certificate for ICT Managers



Effective ICT & business alignment requires vision, executive leadership, working relationships, and demonstrable ICT project success.

ICT and business managers are faced with diverse and extensive challenges created by the significant dependency of business operations, products and services on ICT services and the underlying infrastructures. Living up to these challenges demands from ICT and business executives to collaborate, and demonstrate vision and leadership. It also requires strategic planning, effective communications, alignment of ICT projects with business goals, and measurement of ICT outcomes in business terms.

ICT efforts and outputs with business needs and expectations. The overall effect is a direct contribution to the success of the business through increased productivity.

The ITIL® Infrastructure Management Certificate enables candidates to demonstrate knowledge and application of the processes required to effectively manage an ICT infrastructure, and to define the interfaces and dependencies with all other areas involved in the support and delivery of ICT services.



Audience

The ITIL® Infrastructure Management Certificate is intended for ICT professionals who are responsible for the provision of business-focused ICT services and requires detailed insight into the ICT infrastructure lifecycle from business strategy, design and deployment through to operations and ongoing technical support thereof.

Outcomes

Candidates who pass the ITIL® Infrastructure Management Certificate should be able to:

- Demonstrate knowledge and application of the processes required to manage an ICT infrastructure.
- Define the interfaces and dependencies with all other areas involved in the specification, design, development, support, delivery and continuous improvement of ICT services.

Prerequisites

There are no formal prerequisites. It is however strongly recommended that candidates have the IT Service Management Foundation Certificate before taking the course.

Professional Qualifications

The ITIL® Infrastructure Management Certificate is attained by passing a 3-hour closed book examination based on a case study (40%) and three optional questions (60%). Candidates will be allowed an additional 30 minutes to read the case study. Examinations will be scheduled quarterly by the ISEB (Information Systems Examination Board). The Certificate complements the ISEB IT Service Management Practitioners and Managers Certificates.

Course Outline

Introduction

Introduction to the qualification, ITIL, an overview of ICT Infrastructure Management (ICTIM), ICTIM processes and the service lifecycle, together with the costs, benefits and problems associated with “best practice” ICT IM processes and their implementation.

Planning & Design Processes

The need for planning and design processes, deliverables and alignment with business and IS design and planning processes.

Programme & Project Management

The overall need for the co-ordination and management of internal and external projects, resource scheduling, business priority and alignment, risk management, conflict resolution, business and service change management, and the control of projects to develop corporate infrastructures compared with conventional IS development projects.

Requirements Analysis & Business Cases

Analysis of business requirements to produce Statement of Requirement, Gap Analysis, Feasibility Study, Business Case and Invitation to Tender documents. In addition, how each deliverable is used to ensure that the business solution delivered meets functional and non-functional requirements, through exploring the link with Application Management.

Procurement

The use of structured methods and approaches to the selection of suppliers, products and services, including the risks and benefits associated with outsourcing.

ICTIM & the Supporting Processes

The objectives, processes, deliverables, roles and responsibilities of the ICTIM supporting processes; ICTIM and Administration, Design and Planning, Testing, Deployment, Operation and Technical Support, understanding management domains (including the environmental domain) and readiness assessment.

Interfaces to other ITIL® Processes

Interfaces and dependencies between ITIL Service Support and Delivery processes/functions and the ICTIM processes.

Implementing ICTIM

The activities involved in implementing an effective ICTIM process and function. Incorporating a vision, policy, implementation plan and strategy, communications, technology and management architectures, developing culture, enterprise management tools and processes and breaking down technical and process “silos”.

Realising the Benefits of ICTIM

Benefits realisation from ICT Infrastructure Management, through the use of quality management, maturity management and continuous improvement initiatives.

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