



Jertium Sdn Berhad (Global ICT Platform)

1 Sentral, Level 16, Jalan Stesen Sentral 5,

KL Sentral, 50470, Kuala Lumpur, Malaysia.

P: +603-2092 9333 - F: +603- 2092 9201 - E: ict@jertium.com

www.jertium.com

**Course Title: Foundation Course in Application
MANAGEMENT (BASED ON asl)**



**ITIL/ITSM/ASL Training & Implementing @ jertium.com
& Global Team**

COURSE OBJECTIVE:

The 2-day ASL Foundation Certification training course provides full insight in process-oriented application management, based on the industry best practices for application management as has been captured in the Application Services Library (ASL).

WHAT IS ASL?

ASL is the world's only Best Practice in Application Management. ASL offers a framework for the organizing Application Management. Application Management best practices of ASL are involved with the management of the control, the Maintenance and the development of applications, including application software and database design.

PREREQUISITES:

Some experience with application development, application maintenance and application management.

TARGET AUDIENCE:

All involved in IT that is related to maintaining and improving software applications.

- IT Application Support Engineers
- Software Development Engineers
- IT Project Managers
- Project Leaders

CURRICULUM:

- What is ASL?
- How does ASL relate to ITIL®
- The history of ASL
- Application Support Leads/Managers.
- The ASL Framework
- How does ASL fit into other management responsibilities such as network management, systems management, etc.?
- The ASL Processes
 - The maintenance processes
 - The enhancement and renovation processes
 - The connecting processes
 - The management processes
- The inputs and outputs of the ASL processes
- The activities of the ASL processes
- The roles and responsibilities of the ASL processes
- Application Cycle Management
- Organization Cycle Management
- How to implement ASL?
- Dos and Don'ts when implementing ASL
- Critical Success Factors when implementing ASL
- Lessons Learned when implementing ASL
- What is the added value of ASL for an organization and why should an organization consider implementing the best practices of ASL?

COURSE FEE: TBA

COURSE SCHEDULE: Day 4 (Part of ITILV3 Foundation Course in IT Service Management).

WHY Jertium (Global ICT Platform) : Jertium Sdn Bhd is the only organization in **Malaysia** accredited to deliver ASL Courses. Our Trainer is the only Certified ASL Trainer in Malaysia.

Jertium Standards training enquiry form

Name: Mr/Mrs/Ms/Miss (Pls delete as applicable) Job Title :

Company Name and Address:

Postcode :

Email ID:

Phone No:

Courses(S) Of interest:

Number (S) delegates:

Preferred date(S) Courses(S):

Once completed send your form to fax at **+6 03-20929201** or email : edu@jertium.com

Mode of Payment: Cheques or Bank Drafts to be made payable to Jertium Sdn Bhd

Bank-in or Transfer: Name: Jertium Sdn Bhd, Bank: Maybank Bhd, Account No.: 5144 8610 6247,
Swist Code : MBBEMYK

Note: Please fax the bank-in slip at 03-2092 9201. Payment is required within 5 working days on the receipt of invoice. All payments must be received before the event.

Cancellations: Should you be unable to attend, we will accept your written cancellation by no later than 2 weeks prior to event. Thereafter, we regret we are unable to refund any fees, although in such case we would be happy to welcome a colleague.

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