

Overview

As organisations become increasingly dependent upon IT to satisfy their corporate objectives, this leads to a need for quality IT services matched to business need and user requirements. IT Service Management is concerned with delivering and supporting IT services that are appropriate to the business requirements. ITIL provides a comprehensive, consistent and coherent set of best practices for the IT Service Management processes to achieve business effectiveness and efficiency.

Objectives

This course is designed to prepare delegates to sit the ISEB Manager's Certificate examinations. This consists of two, three-hour written papers taken over two days at an ISEB examination centre.

Skills Gained

This course introduces the principles and practices for the effective delivery of IT services by addressing the following key areas from the operational standpoint:

- Service Desk and Incident Control
- Problem Management
- Change Management
- Configuration Management
- Release Management
- Service Level Management
- IT Continuity Planning
- Availability Management
- Capacity Planning
- Financial Management for IT Services

Pre-requisites

Examination candidates must have five years relevant IT experience, must have passed the Foundation Certificate examination.

Who Should Attend

Managers who have passed the ITIL Foundation Certificate and who wish to expand their skills and knowledge in this subject.

Content

Service Management Principles

Service Desk and Incident Control

- Purpose and role of the Service Desk
- Options and procedures.

Problem Management

- Elements of Problem and Change Management
- Roles and responsibilities

Change Management

- Elements of Change Management
- Roles and responsibilities

Configuration Management

- Terminology
- Use of the Configuration Management Database

Release Management

- Purpose of RM
- Use of the Definitive Software Library

Service Level Management

- The need for Service Level Agreements
- Benefits and difficulties, structure and objective

IT Continuity Planning

- The need for and options of Continuity (Disaster) Planning
- Risk Analysis and Risk Management
- Contingency Plan maintenance

Availability Management

- Availability Management principles
- Terminology - defined and discussed.

Capacity Planning

- Elements of Capacity Planning
- Role of the Capacity Database (CDB)
- Benefits and problems of Capacity Planning

Financial Management

- Objectives of costing and charging
- Methods and mechanisms
- Negotiation of charging policies

Course Duration: 10 Days