

IT Methods Plus

a division of Weather To Succeed, Inc.

ITSM Educational Specialists

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ITSM Practitioner Certification: Agree & Define (IPAD)

Delivery Format: ILT

Duration: 5 Days

Course Description

This hands on program leads to the Practitioner Certificate in IT Service Management Agree & Define and is for IT professionals who will participate in managing, organizing, and optimizing the Service Level and Financial Management process areas.

Course Outline

The program spans 4 days of lectures, student assessments, group activities and after hour reading assignments. The 5th day is dedicated to exam preparation and testing.

Day 1

Theory

- Introductions
- Program Overview
- ITSM Concepts

Assignments

- Process Implementation Planning
- Critical Success Factors & Continuous Service Improvement
- Group Discussion

Homework

- Service Level Management Preparation

Day 2 & 3

Theory

- Review Day 1
- Service Level Management
- Manage, Organize & Optimize Configuration Management

Assignments

- Review Service Level Management Assessment process, activities, roles & responsibilities
- Service Level Management Assessment – PART I
- Service Level Management Assessment – PART II
- PART II Discussions
- Service Level Management Assessment – PART III
- PART III Presentations

Homework

- Financial Management Assessment Preparation

Day 3 & 4

Theory

- Review Day 2
- Financial Management
- Manage, Organize & Optimize Financial Management

Assignments

- Review Financial Management Assessment process, activities, roles & responsibilities
- Financial Management Assessment – PART I
- Financial Management Assessment – PART II
- PART II Discussions
- Financial Management Assessment – PART III
- PART III Presentations

Homework

- IPAD Assessment Preparation

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Day 5

Theory

- Review

Assignments

- IPAD Practice Examination

Self Study

- Individual

Exam

- IPAD Certification exam

Who Should Attend

Operational staff and managers wishing to certify their skills in planning, monitoring, reporting and optimizing the Service Level and Financial management process areas.

Prerequisites

Foundation Certificate in IT Service Management along with IT or ITSM operational experience.

Exam

An optional 2-hour, 40 question, closed book multiple choice examination is administered by an independent proctor at the end of the course. Certification is through the Examination Institute for Information Science (EXIN). Candidates must have attended an accredited training course and successfully completed all practical assignments to sit for the exam.

Reference Material

Each student will receive a workbook. Other ITSM-related study material and books are available for purchase prior to, or during, the class.

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