

IT Methods Plus

a division of Weather To Succeed, Inc.

ITSM Educational Specialists

www.ITMethodsPlus.com

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ITSM Practitioner Certification: Support & Restore (IPSR)

Delivery Format: ILT

Duration: 5 Days

Course Description

This hands on program leads to the Practitioner Certificate in IT Service Management Support and Restore and is for IT professionals who will participate in managing, organizing, and optimizing the ITSM Service Desk along with the Incident and Problem 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 Desk Assessment Preparation

Day 2

Theory

- Review Day 1
- Service Desk Management
- Manage, Organize & Optimize Service Desk

Assignments

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

Homework

- Incident Assessment Preparation

Day 3

Theory

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

Assignments

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

Homework

- Problem Assessment Preparation

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Day 4

Theory

- Review Day 3
- Problem Management
- Manage, Organize & Optimize Problem Management

Assignments

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

Homework

- IPSR Assessment Preparation

Day 5

Theory

- Review

Assignments

- IPSR Practice Examination

Self Study

- Individual

Exam

- IPSR Certification exam

Who Should Attend

Operational staff and managers wishing to certify their skills in planning, monitoring, reporting and optimizing the Service Desk along with their Incident and Problem 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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