

IT Methods Plus

a division of Weather To Succeed, Inc.

ITSM Educational Specialists

Phone: 845-233-4759

www.ITMethodsPlus.com

E-mail: contact@ITMethodsPlus.com

ITSM Service Manager Certification: Exam Review & Testing

Delivery Format: ILT

Duration: 3 Days

Course Description

This hands on, instructor led program is the highest level of professional IT Service Management certification available. The candidate who achieves this certification has demonstrated not only an in-depth knowledge of IT Service Management but also a practical application of that knowledge. The course introduces the following learning objects for each IT Service Management process:

- Process Fundamentals Review
- How to Enable an ITSM Strategy
- Understanding Business & IT Alignment
- The Role of Continuous Process Improvement
- Improve Quality of Service
- Control and Reduce Cost
- Improve Effectiveness and Efficiency

The program spans 1.5 days dedicated to exam review and preparation. The remaining 1.5 days are dedicated to exam testing.

Course Outline

	Week 3 - Revision
Day 1	Review Case Study
Day 2	Review Case Study Service Support Exam
Day 3	Service Delivery Exam

Who Should Attend

IT senior managers, process owners, project managers, process staff and managers and consultants responsible for the successful implementation of ITSM processes.

Prerequisites

The candidate must hold an ITSM Foundation Certificate, and have a minimum of two years of relevant experience in Information Technology.

Exam

The examination consists of two 3-hour essay exams and a successful evaluation of the candidate's skills by the tutors. Certification is through the Information Systems Examination Board (ISEB).

Reference Material

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

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