

## IT Methods Plus

a division of Weather To Succeed, Inc.

ITSM Educational Specialists

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## ITSM Service Manager Certification: Service Support

**Delivery Format: ILT**

**Duration: 5 Days**

### Course Description

This hands on 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 5 days of lectures, student assessments, group activities and after hour reading assignments.

### Course Outline

	<b>Week 1 - Service Support</b>
Day 1	Introduction to ITIL Introduction to Service Support Service Desk/Incident Mgmt. Working in Teams Case Exercise
Day 2	Reflection & Review Problem Management Case Exercise
Day 3	Reflection & Review Configuration Mgmt. Case Exercise
Day 4	Reflection & Review Change Management Case Exercise
Day 5	Reflection & Review Release Management Case Exercise Communication Planning

### Who Should Attend

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

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### **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 a 3-hour essay exam 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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