



MANAGER'S CERTIFICATE

OVERVIEW

ITIL® has been around since the late 1980's – back then it was focussed on mainframe service management but it has been completely updated and rewritten to be appropriate for the PC/server environments that we use today. ITIL® provides guidance for IT Service Management and industry recognised qualifications that demonstrate knowledge and experience in this subject.

One of the most valuable reasons for learning ITIL® is to adopt the common language that results in clearer communications between customers and suppliers. It is non proprietary too, which means it's neutral for every organisation with an interest in IT Service Management rather than biased to any supplier.

It is well established and recognised as best practice across the IT industry, if your customers haven't already mentioned it to you, they probably will soon, or welcome you bringing it to their attention.

To make the ITIL® processes work, they need to be integrated with people. It's people that make things happen.

ITIL® is integrated with BSI and the British Computer Society.

TARGET AUDIENCE

- IT Service Providers
- IT Directors and Managers
- CIO's
- Business Managers
- Staff who have a defined role
- Service Management Consultants
- Any organisation that depends on IT Services

DURATION

This is an 11-day programme consisting of 2 five-day events, followed by a one-day revision workshop in preparation for the examinations themselves.

COURSE CONTENT

This programme follows the syllabus set down by the APMG, including:

Week 1 – Service Support (ITILSS)

- Service Desk
- Incident Management
- Problem Management
- Change Management
- Configuration Management
- Release Management

Week 2 – Service Delivery (ITILSD)

- Service Level Management
- Financial Management (IT)
- Capacity Management
- IT Service Continuity Management
- Availability Management
- Security Management

Revision Workshop (ITILRD)

- Examination Guidance & Techniques
- Questions Analysis and Answer Structure
- Familiarisation with Examination Case Study

PRE-REQUISITES

The ITIL® Manager's Certificate course is intended for people with at least five years relevant service management experience. Examination candidates must hold the Foundation Certificate in IT Service Management.

DATES AND PRICES

See our latest schedule for dates, venues, and prices. Visit us at www.ilxgroup.com

ACCREDITATION

- Essay Style
- Two examinations, each 3 hours
- Minimum of 50% in BOTH papers to pass
- Closed-book

RESERVATIONS AND INFORMATION

To reserve your place on this course, or to find out more about in-house courses, contact our training advisors on 01270 611600.