



PRACTITIONER'S CERTIFICATES



OVERVIEW

Configuration Management

Businesses require quality IT services, provided economically. To be efficient and effective, all organisations need to control their IT infrastructure and services. Configuration Management provides a logical model for the infrastructure or a service by identifying, controlling, maintaining and verifying the versions of configuration items in existence.

Incident Management / Service Desk

The Service Desk forms the main day-to-day interface between IT Services and its customers, and is responsible for creating a good image about the quality and availability of services. It provides a single point of contact for customers, thereby improving service quality and assisting in managing customer expectation. The Service Desk will utilise the Incident Management process to restore service following an interruption, thereby reducing the adverse impact on the business and maintaining a high level of service quality.

Change Management

The Change Management process offers a means to control all changes in order to reduce the adverse impact of change related incidents. This approach ensures that risk assessment, business impact and approval are all considered prior to any change implementation. Change Management provides a mechanism to control and manage the initiation, implementation and review of proposed changes to the operational IT Infrastructure.

Problem Management

Whilst most IT sites have an incident handling function in place (the Service Desk) most organisations today still pay 'lip service' to the Problem Management process – fixing incidents rather than problems. Organisations need to be guided in a systematic and disciplined approach to problems affecting their IT services. For the efficiency and effectiveness of their business, it is important that any recurring failure trends are kept to a minimum, and identified, diagnosed and controlled.

Service Level Management

Many IT professionals responsible for managing service levels make the mistake of focusing on a document – Service Level Agreement – and not the process of Service Level Management. Learn what the difference is and how to successfully implement and manage relationships between IT, your 'customers' and your 'suppliers'.

TARGET AUDIENCE

Configuration Management

All staff who are either responsible for the development or implementation of a system which controls the IT assets within an organisation. The course is also useful for anyone working in an IT Support Function.

Incident Management / Service Desk

Those responsible for supervising or managing the Service Desk Function. Support Staff and those responsible for, the practical application of the Service Desk.

Change Management

Any member of staff involved with, or responsible for, the practical application of Change Management.

Problem Management

This course is for any member of staff involved with, or responsible for, the practical application of Problem Management.

Service Level Management

Staff who are performing a Relationship or Customer Liaison role or those staff who have to create, develop or manage Service Level Agreements between the IT department and its customers.

DURATION

Each is a 3-day programme and incorporates the appropriate examination:

- Configuration Management Practitioner examination
- Incident Management/Service Desk Practitioner examination
- Change Management Practitioner examination
- Problem Management Practitioner examination
- Service Level Management Practitioner examination



PRACTITIONER'S CERTIFICATES, continued...

PRE-REQUISITES

Candidates must hold the Foundation Certificate in IT Service Management, in addition to a minimum of two years experience in the relevant environment:

- Problem Management
- Incident Management / Service Desk
- Change Management
- Service Level Management

COURSE CONTENT

Configuration Management programme:

- Configuration Identification
- Configuration Items
- Configuration Management Database
- Supporting Disciplines
- Implementation
- Configuration Auditing
- Examination Preparation

Incident Management / Service Desk programme:

- Service Desk and Incident Management
- The Incident Management Process
- Support Tools and Techniques
- Communication
- Reports
- Examination Preparation

Change Management programme:

- Change Procedures
- Coding Systems
- Request for Change
- Implementation
- Work Instructions and Guidelines
- Reporting
- Examination Preparation

Problem Management programme

- Problem & Error Control
- Support Tools and Techniques
- Prevention
- The Role of the Problem Manager
- Management Information
- Examination Preparation

Service Level Management programme:

- Service Level Strategy
- Creating a Service Level Agreement
- Implementation
- Examination Preparation

ACCREDITATION

Each examination is in two parts:

- In-Course Assignment
- Written Paper
- Duration of 1 hour, 15 minutes
- Multiple-Choice
- One Hour
- 25 Questions

To pass a minimum of 50% is required in BOTH papers with a combined mark of 65% or more.

DATES AND PRICES

See www.ilxgroup.com for dates, venues and prices.

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.

RELATED COURSES

- ITIL® Executive Briefing
- ITIL® Overview Workshop
- ITIL® Foundation Certificate
- ITIL® Manager's Certificate