

ITIL V2 Manager's Certificate in ITSM Course

Course Overview

This well-established and successful course leads to the award of the highly-prized Manager's Certificate in IT Service Management, which still remains a valuable step on the road to achieving ITIL V3 'Expert' status.

It provides IT managers with in-depth, practical knowledge of the ITSM strategic framework and the ten core ITSM processes. The course also addresses the nature of the barriers to change and the means of overcoming them.

On completion of the course, students will be well prepared:

- To design organizational structures based on the ITSM process framework
- To demonstrate management skills for achieving sustained operational excellence
- To evolve a business centric IT organization focused on service quality improvement
- To measure and maintain customer driven service levels
- To control and reduce IT costs through infrastructure optimization and forecasting

Course Duration and Structure

This is an 11-day instructor-led course, divided into three sessions, normally spread over a 6 to 8 week period. The course, which is based upon a detailed case study, differs from the industry norm and we believe this has strongly contributed to the success of our students.

- Week one (5 days)
- Week two (5 days)
- Exam preparation (1 day)

There are normally a few weeks between the first two sessions and a few days between the exam preparation day and the exam itself.

The course is a mixture of lectures/discussions, group/individual case study based assignments and practice exam questions (which are marked to exacting examination board standards). The

course structure ensures a highly interactive and thorough learning experience.

Course Objectives

The objectives of the course are:

- To consider the business, management, technical, organizational and operational issues associated with each IT Service Management process and plan 'best practice' improvement strategies
- To write the "Manager's Certificate in IT Service Management" examination with confidence, having achieved a thorough understanding of the subject matter

Course Content

The content of this course includes:

- Consideration of the business, management, technical, organizational and operational issues associated with each of the IT Service Management processes.
- Consideration of how each of the ITIL processes addresses common IT Service Management problems.
- Detailed understanding of the inter-relationships between each of the processes, key inputs and outputs, and how they can be organized to provide high quality, cost-effective services
- The major pitfalls to be found when implementing a Continual Service Improvement Program - and how to avoid them
- How to raise awareness and gain support and commitment from an organization
- Knowledge of how to improve cooperation between an organization's business developers, operational service providers and other IT professionals
- Issues concerned with the implementation of organizational change

Who should attend?

- Managers, consultants, FM suppliers and experienced development, support and operations practitioners, whose contributions impact upon the quality of the IT Services delivered to Customers.
- Staff who are implementing a Service Management function that will operate within the ISO/IEC 20000, ISO9000/BS7799 standards, or the BQF/EFQM Business Excellence Model.
- Staff who already hold the Foundation Certificate in IT Service Management and who wish to acquire the internationally recognized Manager's Certificate in IT Service Management.

Benefits of attending

Knowledge gained during the course will enable delegates to plan, manage and implement the ITIL-based Service Support and Service Delivery processes, for each one describing the:

- Goal, scope and activities/tasks
- Process relationships and priorities
- Inputs, outputs and Management Information
- Technology and data requirements
- People issues
- Implementation and improvement
- Benefits, problems and risks
- Finance
- Awareness issues and implementation timescales
- Exam topics and mock exam questions

Course Documentation

The comprehensive course documentation includes:

- A course folder containing copies of all course slides.
- Practical examples of ITSM documentation (e.g., process descriptions, procedures, Catalogs, Service Level Agreements, Operational Level Agreements, prioritization matrices, etc.)

- ITIL's Service Support and Service Delivery volumes
- The Complete Guide to IT Service Management (including a comprehensive dictionary of IT Service Management terms, acronyms and abbreviations)

The Examinations

The examination consists of two three-hour 'essay type' papers of five questions each. 60% of the questions are based on a Case Study sent to candidates a week or so prior to the exam.

Candidates must obtain a minimum of 50% in each paper to be awarded the certificate. Failed papers may be re-sat. Marks of 65% or more obtained in both papers during one exam leads to the award of a Service Manager's Certificate 'With Distinction'.

Class Size

The course is designed for, normally, between 6 and 16 students.

Language

English.

Attendance and Certification Criteria

Ideally, at least five years of relevant IT experience is suggested. Examination candidates must hold the Foundation Certificate in IT Service Management (photocopy of the certificate is required for registration). The ITIL Service Manager program requires a high degree of commitment from both the student and their employer.

Course Instructors

Instructors have extensive real-world experience in the implementation and management of IT services. All instructors are ISEB and EXIN accredited tutors, hold the Manager's Certificate as well as the ISO/IEC 20000 Consultants Certificate.

The training style encourages active group participation, allowing all learners to take from class a wealth of practical knowledge.

