



Support and Restore (IPSR)

This course is use to those of who are working within, or tasked with implementing, the Change Configuration and Release processes. The course is also useful to those who are working in one particular discipline, but wishing to broaden your knowledge of other related Service Management disciplines. This course includes the exam leading to the Practitioner Certificate in IT Service Management, Release and Control. All students receive a course manual

Objectives

- ✦ Prepare for the ITIL Practitioner Support and Restore (IPSR) Certification Exam
- ✦ Plan and direct key activities for the Service Desk, Incident, and Problem Management
- ✦ Define the monitoring and reporting of key performance indicators (KPIs)
- ✦ Identify the benefits, challenges and costs associated with effective Incident and Problem Management
- ✦ Define the appropriate policies, processes, procedures and work instructions
- ✦ Ensure ongoing improvements to existing processes and functions

Duration

5 days

Prerequisites

Must hold a Foundation Certificate in IT Service Management Should have 5 years experience in IT Should be familiar with Service Desk, Incident and Problem Management

Who Should Attend

- ✦ Process Manager (for Incident and Problem Management process)
- ✦ Manager of the Service Desk function - Incident coordinator Problem coordinator
- ✦ Service Desk team leader or supervisor IT Service and Project Manager
- ✦ Senior technical and operational staff
- ✦ IT professionals and Consultants working in the area of IT Service Support
- ✦ IT professionals working in the area of IT service delivery and/or IT operations IT customers responsible for infrastructure Service and Support

Course syllabus Introduction and Overview

Managing, organizing and optimizing the Support and Restore processes, Service Desk, Incident Management and Problem Management

Planning the Key Support and Restore Activities

Service Desk

- ✦ Determining the objectives and scope
- ✦ Defining the roles and responsibilities
- ✦ Mapping the Service Desk activities

Incident Management

- ✦ Managing the incident life cycle & Planning the monitoring and reporting of process effectiveness

Problem Management

- ✦ Employing proactive problem management
- ✦ Planning for Problem Control and Error Control

Exchanging Information

Establishing information exchange between the Support and Restore processes & Integrating with other Service Management processes

Monitoring and Reporting

Identifying key issues impacting effective operation Establishing metrics and management information Developing and monitoring critical success factors and key performance indicators

Maintaining the Procedures

- ✦ Mapping Support and Restore procedures to daily work activities
- ✦ Defining criteria for impact, urgency and priority
- ✦ Functional and hierarchical escalations
- ✦ Resourcing for incidents, problems and known errors

Administering Problem Management

- ✦ Utilizing problem analysis methods
- ✦ Identifying the root cause
- ✦ Problem Control
- ✦ Error Control
- ✦ Prioritizing problems based on the business impact

Establishing the Service Desk

- ✦ Local, Central, Virtual
- ✦ Evaluating global "follow the sun" support
- ✦ Choosing the most effective Service Desk model

Service Desk functions

- ✦ Designating responsibilities and staffing levels
- ✦ Implementing Service Desk-specific technologies
- ✦ Creating customer and user satisfaction surveys
- ✦ Empowering the Service Desk to meet customer needs

Incident Management Relationships

Service Desk with Incident Management

- ✦ Involving support groups
- ✦ Ownership, monitoring and tracking of incidents
- ✦ Communicating incident status with users

Managing the incident process

- ✦ Handling incidents and service requests
- ✦ Ensuring resolution, recovery and closure of incidents

Incident Management with Problem Management

- ✦ Matching incidents to problems and known errors Workarounds and resolutions of incidents
- ✦ Identifying major incidents to Problem Management Resolving incidents, problems and known errors through a request for change

Optimizing the Support and Restore Processes

- ✦ Analyzing process outputs
- ✦ Proposing process improvements
- ✦ Utilizing key performance indicators
- ✦ Implementing reviews for process effectiveness
- ✦ Establishing ongoing quality improvements
- ✦ Applying quality standards