
ITIL Service Manager - Service Support

Varighet: 5 Days **Kurskode: SS**

Beskrivelse:

The Manager's Certificate is attained by first attending two 5-day courses, covering ITIL Service Delivery and Service Support. The courses provide practical guidance on the design, implementation and management of a Services Framework based on ITIL best practice guidelines. The 1-day revision workshop helps prepare delegates for the ISEB examinations

Målgruppe:

The courses are aimed at IT Managers and Practitioners who have been in IT for at least five years, have relevant experience and hold the ISEB/EXIN Foundation Certificate in IT Service Management

Agenda:

- Understand the design, implementation and management of an ITIL based Services Framework.
 - Be prepared for taking the ISEB examinations.
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Forkunnskaper:

Delegates are required to meet the following prerequisites:

- Completion of SME ITIL Service Management Essentials course

Test og sertifisering

These courses lead to the following exam:

ISEB Manager's Certificate in IT Service Management, which is attained by passing two 3-hour closed book examinations. These are scheduled quarterly at the end of January, April, July and October each year.

Delegates wishing to take this examination are required to hold the ISEB/EXIN Foundation Certificate in IT Service Management

Påfølgende kurs:

The following courses are recommended for further study:

- Business and Management Skills course (5-day)
 - Business Relationship Management course (3-day)
 - Planning to Implement Services Management course (3-day)
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Innhold:

ITIL SERVICE DELIVERY (5 days)

Service Level Management

- Planning, negotiating and managing Service Level Agreements
- Structure, content and wording
- Key service items; monitoring and reporting
- Service reviews and Service Improvement Programmes

Financial Management for IT Services

- Budgeting, IT accounting and Charging principles
- Benefits of costing and charging
- Charging policies, charging methods ; impact on SLAs

Availability Management

- Planning and maintaining high availability systems
- Risk analysis and management
- Calculating and meeting service level availability and reliability targets

Capacity Management

- Building a capacity management database
- Workload management, application sizing, resource management
- Demand management, performance monitoring and tuning
- Modeling and capacity planning

IT Service Continuity Management

- Developing an IT Service Continuity Plan and interfacing into an organisation's Business Continuity Plan
- Business impact analysis, risk analysis, continuity options
- Implementation, testing and ongoing maintenance of the plan

ITIL SERVICE SUPPORT (5 days)

Configuration Management

- Basic concepts and terminology
- Configuration breakdown and relationships
- Building, implementing and managing a configuration management database (CMDB)
- Using a CMDB to manage incidents, problems ; changes

Incident Management

- First line incident management
- Interface between IT and users
- Incident logging and escalation
- Coding systems, diagnostic aids
- Service quality metrics and reporting
- Service desk types ; the staff skills required
- Service desk contribution to the quality of the overall service provision

Problem Management

- Incidents, problems and known errors
- Problem control and prevention
- Analysis and targeting techniques
- Categorisation, priority and severity coding provision

Release Management

- Storage, control and release of authorised software/hardware
- Definitive Software Library (DSL) and Definitive Hardware Store (DHS) with interfaces to the configuration management system

Service Management Tools

- The tools available and selecting the most appropriate tool for your organisation

REVISION DAY (1 day)

- Examination tips
- Advice and guidance on answering examination questions
- Key points for each Service Management process to aid revision
- Familiarity with the examination 'case study'

Additional Information:

The Manager's Certificate in IT Service Management comprises of three courses:- Service Delivery, Service Support and the Revision Day, as detailed above.

Ytterligere informasjon:

For mer informasjon eller kursbooking, vennligst ring oss 22 95 66 00

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