

ITIL® 4 Practitioner: Incident Manager - Including Exam

Duration: 1 Day **Course Code: ITIL4P-MSF-IM**

Overview:

This 1-day ITIL 4 Practitioner: Incident Manager module focuses on providing the candidates with the understanding of the key concepts, principles, value and challenges of the Incident Management Practice. It is intended to provide candidates with best practice guidance at both strategic and operational levels on how to minimize the negative impact of incidents by restoring normal service operation as quickly as possible.

The ITIL 4 Incident Management Practice module is structured and aligned around the ITIL framework. The examination is intended to assess whether the candidate can demonstrate sufficient understanding and application of the concepts covered in the ITIL 4 Incident Management Practice publication.

ITIL is a registered trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.

Target Audience:

This practice module is for IT professionals who want to prove and validate their skills in this specific practice area.

Objectives:

- Understand the key concepts of the practice.
- Understand the processes of the practice.
- Understand the roles and competences of the practice.
- Understand how information and technology support and enable the practice.
- Understand the role of partners and suppliers in the practice.
- Understand how the ITIL capability model can be used to develop the practice.
- Understand how the ITIL guiding principles support the practice.
-

Prerequisites:

- ILFN4 - ITIL® 4 Foundation + exam

Testing and Certification

The ITIL 4 Practitioner: Incident Manager examination will comprise of:

Duration: 30 Minutes

Closed Book: Yes

Format: 20 Questions With 1 Mark Each. No Negative Marking.

Question Type: Standard Classic, Negative, & List

Bloom's Level's: 2 & 3

Pass Mark: 65% Or 13/20

Certification validity : Three (3) years

Content:

Our ITIL® 4 Practitioner: Incident Manager training course will cover the following topics:

1. Understand the key concepts of the practice

1.1 Explain the purpose of the practice

1.2 Describe the Practice success factors ; key metrics of the practice

1.3 Explain the key terms/concepts:

a) Incident

b) Incident model

c) Major incident

d) Workaround

e) Technical debt

f) Task priority

g) Prioritization.

2. Understand the processes of the practice

2.1 Describe inputs and outputs of the processes

2.2 Describe the key activities of the processes

2.3 Know how to integrate the practice in the organization's value streams.

3. Understand the roles and competences of the practice

3.1 Describe the responsibilities of the key roles of the practice

a) Incident manager

b) Other roles involved in incident management

3.2 Know how to position the practice in the organizational structure.

4. Understand how information and technology support and enable the practice

4.1 Describe which activities have HIGH dependency on automation tools

4.2 Know how to use/apply the key tools' functionality required to automate the practice.

5. Understand the role of partners and suppliers in the practice

5.1 Explain the dependencies of the practice on third parties

5.2 Explain how partners and suppliers can support the practice.

6. Understand how the ITIL capability model can be used to develop the practice

7. Understand how ITIL guiding principles help to develop the practice.

Further Information:

For More information, or to book your course, please call us on 0800/84.009

info@globalknowledge.be

www.globalknowledge.com/en-be/