

## Integrated Service Management (ISM) Foundation

**Duration: 2 Days    Course Code: ISMF**

### Overview:

A successful collaborative team has one goal, language and basic way of working. The ISM Foundation training provides the basic knowledge needed for this.

The language spoken in IT departments has traditionally been shaped by ITIL and increasingly by DevOps. In the ISM Foundation training, the extensive ITIL knowledge including 34 practices is compactly bundled into the 7 basic processes that occur in every IT department. This focus puts the emphasis on those topics and practical concepts that are used on a daily basis. The core of modern service management is addressed in a logical context such as the processes, Customer Value, DevOps, etc and provided with practical tips and tricks by trainers with extensive practical experience. With down-to-earth explanations, participants will gain insight into the coherence of the IT department's work and learn one framework of concepts and language. ISM is the basis for the application of ITIL and DevOps, is limited to the core of IT Service Management and is therefore the practical alternative.

This training provides the knowledge for the optional official exam: Certified ISM Foundation (CISMF).

### Target Audience:

Anyone working in an IT organization knows that it is important that we all speak the same language. The training is therefore aimed at those people who have a role in an IT management organization.

### Objectives:

- A successful collaborative team recognizes the purpose of IT service delivery and the process that leads to it. It speaks one language and has the same framework of concepts. Learning these basics is the result of this practical ISM Foundation training.
- The way IT departments work is shaped by ITIL, but over the years all kinds of methods, techniques and practices have been added, such as DevOps, Agile, Lean and Experience Management. This has made the field increasingly mature. We therefore also speak of Modern Service Management. In ISM, this comes together in a practical and applicable form. The Operating model describes how services are created. This includes the process model with the 7 basic processes and the 3 value streams (value streams), but also the layout of the organization and the role of the customer and suppliers.
- Also discussed is the Governance Model: How is an IT organization managed, what are the goals and how do you recognize the results and how can an organization grow in quality.

### Prerequisites:

No specific prior education is required.

### Testing and Certification

ISM Foundation training is great preparation for the ISM Foundation exam.

Exam specifics Certified ISM Foundation (CISMF):

- Number of questions: 40
- Duration (minutes) of exam: 60 min.
- Pass Mark - X% (X marks): 65%.
- Open/Closed book: closed
- Language: English or Dutch
- Paper or online exam: online exam

## Content:

The content of the training is entirely determined by the content of the standard ISM method:

- acquiring knowledge and insight in the field of IT service management
- learning to abstract and nuance management issues
- applying a process model in the context of control issues
- acquire insight into the application of the business assets People, Process and Product
- learn how the influence of environmental factors can be placed in the context of management (e.g. in an outsourced situation)
- learn to improve using a methodical approach according to ISM.

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## Further Information:

For More information, or to book your course, please call us on 00 20 (0) 2 2269 1982 or 16142

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