

DESCRIPTION

An intensive 5 day Intermediate level course focusing the management of IT services using ITIL® (IT Infrastructure Library) guidance. A freestanding qualification that is also part of the Intermediate Capability stream, and one of the modules leading to the ITIL Expert Certificate in IT Service Management.

Intended for IT staff who are involved in the design aspects of service ensuring both 'utility' and 'warranty' are delivered in services provided to the customer.

The course shows how customer requirements coming from Service Strategy are transformed into services which can deliver value to customers.

The course is targeted towards IT staff involved in the design of services, Operations and IT managers, Development managers and practitioners, Quality and Security managers and technical staff responsible for Availability, Capacity, Service Continuity and Information Security. The course covers aspects critical to the successful design and ultimate delivery of services.

The course explores in detail the key processes in ITIL influencing the 'holistic design' of services and how the processes of PPO interact with, and have influence on, all stages of the service lifecycle. The course fully prepares participants for the ITIL Planning, Protection and Optimisation Certificate examination (intermediate level).

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OBJECTIVES

To enable students to appreciate and understand

- ✓ Service Management as a Practice, particularly the importance of establishing justified business needs
- ✓ The application of the processes to enable service designs to meet the value criteria needed by customers
- ✓ The importance of considering the 'warranty processes' in all aspects of design and the effects design has on the Transition and Operation of services

- ✓ The important contribution 'getting things right' at the design stage plays in delivering effective and efficient services
- ✓ The requirements of the PPO intermediate exam

PRE-REQUISITES

Candidates must hold the ITIL Foundation Certificate in IT Service Management.

Candidates should have familiarity with IT terminology and have some practical exposure to the design or support of IT services.

It is strongly recommended that candidates read the ITIL Service Lifecycle core publications, in particular the Service Design book, in advance of attending the course and to undertake around 12 hours of self study.

STRUCTURE

This intensive, interactive course consists of formal lecturing, discussions, exercises and test examination questions.

On the last afternoon of the course there is a 90 minute, 8 question, graduated multiple choice examination.

CONTENTS

The course is accredited by People Cert and follows the official syllabus.

- ✓ Introduction to ITIL®
- ✓ Key concepts
- ✓ SOA processes
 - Availability Management
 - Capacity Management
 - IT Service Continuity Management
 - Information Security Management
 - Demand Management
- ✓ Roles and Responsibilities
- ✓ Technology and Implementation considerations
- ✓ Challenges, Critical Success Factors, risks and metrics of Service operations.
- ✓ Preparation for the exam
- ✓ Exam

For further details or reservations, please email to info@keytoyou.be