

## 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 professionals working in organisations that wish to improve the quality of services through a deeper knowledge of the processes key to identifying customer needs and establishing mutually beneficial service agreements: Service managers, Operational management, Technical management, Quality and CSI managers, Application management staff and any other IT staff who are involved in the delivery or support of IT services.

The course explores in detail the key processes in ITIL affecting the definition and successful delivery of services and how they interact with, and have influence on, all stages of the service lifecycle. The course fully prepares participants for the ITIL Service Offerings and Agreements Certificate examination (intermediate level).

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## OBJECTIVES

To enable students to appreciate and understand...

- ✓ Service Management as a Practice
- ✓ The value to the business of SOA activities
- ✓ How SOA relies on a good business case and understanding ROI (Return on Investment)
- ✓ The processes pertaining to identifying customers' needs and creating services that deliver value to meet these needs
- ✓ The translation of strategic requirements into services (the link between Service Strategy and Service Design)
- ✓ The need for clear communication between customers and providers
- ✓ The requirements of the SOA intermediate exam

## PRE-REQUISITES

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

Candidates should have familiarity with IT terminology and understand the context of Service Management in general and Service Level Management in particular. Ideally candidates should have exposure to working in a management position.

It is strongly recommended that candidates read the ITIL Service Lifecycle core publications, particularly Service Strategy and Service Design, 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®
- ✓ SOA processes
  - Service Level Management
  - Service Portfolio Management
  - Service Catalogue Management
  - Supplier Management
  - Financial Management
  - Demand Management
- ✓ Business Relationship 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](mailto:info@keytoyou.be)*