
ITIL Service Manager Part I - Service Support

Duration: 4 Days **Course Code: SS**

Overview:

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 EXIN IT Service Management Service Delivery and Service Support examinations.

Target Audience:

The courses are suitable for those candidates who have been in IT for at least five years, have relevant experience and hold the ITIL® Foundation Certificate in IT Service Management.

Objectives:

- Understand the design, implementation and management of an ITIL® based Services framework.
 - Be prepared for the IT Service Manager's exams in Service Delivery and Service Support.
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Prerequisites:

- Students taking IT Service Management: Service Delivery and Service Support exams must have completed the accredited courses, completed the in-course assessments to a satisfactory level, and hold the ITIL® Foundation Certificate.

Testing and Certification:

These courses are recommended as preparation for the following exam:

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

Follow-on-Courses:

The following courses are recommended for further study:

- ILMBR ITIL® v1/v2 Managers to ITILv3® Bridging
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Content:

ITIL® SERVICE DELIVERY (5 days)

Service Level Management

- Planning, negotiating ; 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 ; management
- Calculating and meeting service level availability ; 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

- 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'

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This course is delivered in partnership with Fox IT - The Authority in IT Service Management™

Further Information:

For More information, or to book your course, please call us on +20 2 2290 2163/2148

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