

Foundation

ITIL Service Management Essentials



Objectives:

The course enables delegates to understand how an integrated IT Service Management framework, based on ITIL best practice guidelines, can be adopted and adapted within their own organizations.

Prepare delegates for the ISEB/EXIN Foundation Certificate in IT Service Management examination.





Foundation

ITIL Service Management Essentials

Course Duration

3-day public or single organization course

Overview

It is also available as a fully interactive web-based course.

This course provides IT Managers and Practitioners with a practical understanding of IT Service Management, the underpinning core ITIL Service Delivery and Service Support Processes and implementation guidance. It also prepares delegates for the ISEB Foundation Certificate Examination.

Objectives

The course enables delegates to understand how an integrated IT Service Management framework, based on ITIL best practice guidelines, can be adopted and adapted within their own organizations.

Prepare delegates for the ISEB/EXIN Foundation Certificate in IT Service Management examination.

Who should attend?

This course is for IT Managers and Practitioners involved in the delivery and support of business-focused IT services and who require a detailed insight into Service Management best practice processes and procedures.

Professional qualification

The ISEB/EXIN Foundation Certificate in IT Service Management qualification, which is a pre-requisite for the ISEB/EXIN Manager's and Practitioner's Certificates in IT Service Management. The examination is a 1-hour multiple choice paper, normally taken at the end of the course.

A free examination re-take is provided for any delegates attending public courses.

Structure

The course is assignment based, with a strong emphasis on practical coursework. It is based upon the OGC's IT Infrastructure Library Books, Service Delivery and Service Support. There is particular importance placed on developing an underlying service culture within the IT organization.

Most public courses are residential, allowing time for delegates to share experiences and discuss the practical application of Service Management with the lecturer, each of whom is also a practicing consultant.

For non-residential or single organization courses, the lecturer will also be available for delegates to continue implementation discussions.

Content

Topics covered include:

Introduction to Service Management

- The importance of Service Management
- Service Management disciplines
- The need for a service culture

The Service Desk

- The purpose and importance of the Service Desk
- Service Desk options
- Skill profiles
- Contribution to overall service quality

Service Level Management

- What is an SLA and its purpose?
- Typical contents
- Reporting and reviewing

Incident Management

- What is Incident Management?
- The Incident Management process

Problem Management

- What is Problem Management?
- Day-to-day and pro-active activities

Configuration Management

- Basic principles and terminology
- How Configuration Management underpins Service Management

- Change Management
- The need for Change Management
- Change procedures
- The role of the change manager

Release Management

- Definitive Software and Hardware Libraries
- Release strategy and control mechanisms

Availability Management and IT Service Continuity

- Business Impact Analysis
- Risk management
- The IT Service Continuity Plan

Financial Management for IT Services

- Financial structures
- Costing and charging
- Budgets and IT accounting

Capacity Management

- The need for Capacity Management
- Elements of Capacity Management

Documentation

Comprehensive course documentation is provided including a copy of the itSMF's* 'IT Service Management' booklet.

*The IT Service Management Forum

What next

Following on from this course, you may wish to consider:

- ISEB Managers Certificate in IT Service Management (2 x 5-day ITIL Service Delivery and Support courses)
- Practitioner courses (3-day) covering individual ITIL Processes
- Planning to Implement Services Management course (3-day)
- foxMAPS – baseline current operation and outline implementation roadmap
- foxPRISM – web based process tool

For more information please contact:

Fox IT, 408 East Fourth Street, Suite 303
Bridgeport, Pennsylvania 19405

Phone: 610-313-1830 Fax: 610-313-1838

Web site <http://us.foxit.net> Email info@foxit.net

