



# ITIL Training

## ITIL Service Manager Certification Program

### Program Overview

Inteq's ITIL® Service Manager Certification Program is a comprehensive, advanced training program intended for IT professionals who will be involved in the implementation of service management or have management responsibilities in the support or the delivery of IT Services. The program will enable participants to:

- Develop practical skills in the design, implementation, and management of an ITIL process framework
- Detail the costs and benefits of an ITIL based approach to Service Management
- Anticipate the practical issues associated with an ITIL implementation and develop strategies to address them
- Prepare to undertake the ISEB examination for the ITIL Managers Certificate

### ITIL Service Manager Certification

ITIL Service Manager Certification is an internationally recognized certification in IT Service Management. Certificate holders are recognized as having achieved a high level of standing in their profession by organizations such as: the IT Service Management Forum (ITSMF) and the Institute of Data Processing Managers (IDPM).

Participants who achieve certification will have knowledge and skills in field of IT service management which will enable them to:

- Assess the existing IT Service Management processes within an organization
- Define the IT Service Management processes
- Provide guidance on implementing Service Management
- Identify and provide advice on implementing improvements

Inteq's ITIL Service Management Certification Program focuses on preparing IT professional for the required certification exams.

### Program Requirements

The ITIL Service Manager Certification program is comprised of the following courses

- Best Practices for Service Support (5 days)
- Best Practices for Service Delivery (5 days)
- Exam Preparation Workshop (2 days)



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## Course Descriptions

### ❖ Best Practices for Service Support (5 days)

*Best Practices for Service Support* provides a detailed understanding of the key processes used to support IT Services. It provides an understanding of the methods and means to effectively plan, implement, and manage these processes leading to predictable and sustainable service levels that are aligned with business objectives. Service support processes as described in the IT Infrastructure library are as follows:

- Incident Management
- Problem Management
- Configuration Management
- Change Management
- Release Management

### ❖ Best Practices for Service Delivery (5 days)

*Best Practices for Service Delivery* provides a detailed understanding of the key processes used to deliver IT Services. It provides an understanding of the methods and means to effectively plan, implement, and manage these processes leading to the delivery of IT services that are designed and developed in line with business requirements. Service delivery processes as described in the IT Infrastructure library are as follows:

- Service Level Management
- Capacity Management
- Availability Management
- Financial Management of IT Services
- IT Service Continuity Management

### ❖ Exam Preparation Workshop (2 days)

The Exam Preparation Workshop assists candidates for ITIL Managers Certification in preparing for their service management certification exams. The workshop provides an in depth analysis of the case study that is being used for their certification exam and identifies potential areas in which to candidate might focus their studies.



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## Certification Exam Description

The ITIL Managers Certification exam is comprised of two exams: Service Support and Service Delivery. These exams are three (3) hour, essay style exams taken over a two day period. A case study is provided approximately 2 weeks prior to the exam. Over 60% of each exam will focus on a candidate's ability to apply knowledge of ITIL processes to address issues related to the case study. The remaining 40% is focused on a candidate ability to understand and articulate the concepts described in the ITIL framework. You must take both exams at the first attempt. A minimum score of 50% on each exam is required to obtain certification. Candidates are required to attend both courses in order to take the certification exams.

## Course Format

The format of the training is highly interactive and throughout the course understanding of the material will be assessed through the use of exercises, case study based assignments and presentations, and examination style questions.

## Audience

- IT Program Managers
- IT Operations Managers
- Service Management Process Owners
- IT Professional responsible for system and network management
- Consultants

## Pre-requisites

All participants must :

- Hold an ITIL® v2 Foundation certificate
- Have at least 5 years of general IT experience with at least 2 years experience in a supervisory or managerial role.
- Be able to commit to approximately 60–100 hrs of independent study in order to prepare for the certification exams

## About ITIL

The IT Infrastructure Library (ITIL) is considered a de facto standard for ITSM and is practiced by organizations worldwide. ITIL is a proven set of guidance and best practices developed in the late 1980s by the United Kingdom Central Computer and Telecommunications Agency (CCTA). The CCTA, which is part of the U.K. government, recognized a need to provide a standard qualification before hiring employees and consultants. CCTA also understood that other public and private sectors would also need similar qualifications. ITIL is seen as a way to reduce costs while maintaining and improving quality of service.