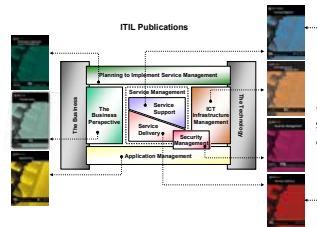


Foundation of ITSM Certification with Virtual ITSM



This intensive 2.5 day course focuses on the concepts, terms, definitions, objectives, benefits and relationships within the core IT service management processes and functions, according to the ITIL¹ (Information Technology Infrastructure Library) best practice framework.

ITIL is a public domain approach for managing IT services. It was developed by the CCTA, transitioned to the Office of Government Commerce (OGC) in the United Kingdom and now maintained by the itSMF, the independent and internationally recognized forum for IT Service Management professionals. IT service management groups around the world are using ITIL processes to improve efficiency and communication in IT services.



The course is based on the content of ITIL's Service Support and Service Delivery books. It focuses on the holistic approach to IT Service Management through the use of processes, their respective relationships and workflows. And, this course prepares attendees for the examination that leads to the Foundation Certificate in IT Service Management. It is the prerequisite for the Practitioner and Service Manager levels of certification.

What Makes This Course Unique

Our unique use of IT service management tools to demonstrate how processes work accelerates the knowledge transfer to the participant. We have created a learning experience that is both exhilarating and enjoyable and based on disciplines learned in executive development programs, underpinned by the total quality management, and an in-depth knowledge of IT provisioning.

Who Should Attend

¹ ITIL is the trademark of the UK OGC

Anyone working in IT services requiring more knowledge about the ITSM best practices.

Benefits of Attending

After attending this course attendees will understand how IT Service Management processes can improve IT operations. In particular, participants will:

- ◆ Understand IT Service Managements 10 processes, one function
- ◆ Comprehend the main activities of each process
- ◆ Be aware of key ITIL definitions
- ◆ Understand the scope and operation of an ITSM compatible Service Desk
- ◆ Be prepared to take the Foundation Certificate examination

If successful in the examination, attain the Foundation Certificate in IT Service Management

Virtual ITSM

Virtual ITSM provides a simulated experience of the ITSM Processes. Virtual ITSM provides scenarios to ensure that the simulations are in the context of your mission critical business. Virtual ITSM illustrates and helps to better the understand ITSM processes and how to apply them. Custom scenarios are executed during class to apply real world examples by the students.

By taking part in the group exercises the students have to make decisions based on the knowledge they have acquired in the classroom. This makes ITSM understandable for every participant and provides a practical application, NO THEORY.

Benefits of Virtual ITSM

- ◆ Role-based Learning – Students assume the identity of the various Service Management roles
- ◆ Dozens of IT related scenarios
- ◆ Hands-on experience
- ◆ Customized for your organization.

Course Outline

- ◆ Structure of the library

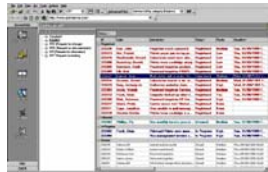


- ◆ IT Service Managements key concepts and objectives
- ◆ Certification program overview: Foundation, Practitioner and Service Manager levels
- ◆ Overview of relationships between the processes

Detailed descriptions of the objectives, benefits, metrics, challenges, management reporting and interfaces of Service Support:

- ◆ Service Desk: Understanding its role and function in the IT infrastructure and its relationship with ITSM processes
- ◆ Incident Management: Definition of an incident; description of Incident Control (including recording, classification, coordination, matching and resolution)
- ◆ Problem Management: Definition of a problem and known error; proactive problem management (identification of problems and prevention of further incidents)

- ◆ Configuration Management: Defining a configuration item and the configuration management database; impact of Configuration Management on the other IT processes.



- ◆ Change Management: Definition of a change and request for change (RFC); description of change control and change procedures; role of the change advisory board (CAB) and CAB/EC (for handling urgent changes)
- ◆ Release Management: Scope and concepts; definition of definitive software library (DSL) and definitive hardware store (DHS); description of planning, testing and implementing

Detailed descriptions of the objectives, benefits, metrics, challenges, management reporting and interfaces of Service Delivery:

- ◆ Service Level Management: Definition of a service catalogue; identifying, negotiating, monitoring and reviewing service level agreements (SLAs)
- ◆ Financial Management for IT Services: Reviews of budgeting, charging and IT accounting; analysis of running costs and charging policies

- ◆ Availability Management: Review of reliability, availability, resilience, maintainability and serviceability; calculating availability, review of planning, monitoring and reporting
- ◆ Capacity Management: Review of application sizing, workload, performance, demand and resource management and their inputs to modeling; definition of the capacity management database and contents of the capacity plan
- ◆ IT Service Continuity Management: Review of business continuity, risk analysis and risk management; defining assets, threats, vulnerabilities and countermeasures (protection and recovery); development, testing and maintenance of the IT Service Continuity Plan; IT recovery options and management roles
- ◆ Security Management: Review of Confidentiality, Integrity and Accessibility, the role of the Security Manager.

Review, Practice Questions and Examination

- ◆ High level review of ITSM's key concepts
- ◆ Recommendations for exam technique
- ◆ Sample EXIN exam is provided
- ◆ Series of practice examination questions
- ◆ Examination: 40 multiple choice questions

Duration and Size of Class

The duration is 3 days for a maximum of 16 students to assure quality of delivery.

Certification Criteria

The Foundation Certificate in IT Service Management is awarded to participants who receive a passing grade of 65% on a 60 minute, multiple-choice EXIN Certification exam. There is a ratio theory to practice is 60:40.

Prerequisites

There are no mandatory prerequisites. Work experience in IT services is recommended.

Contact Information

(613) 596-5170
training@mountainview.ca

