

IT Service Manager's Certificate

The Manager's Certificate in IT Service Management is the highest level of ITSM certification available. Graduates of this program have demonstrated, and are recognized for their in-depth knowledge of IT Service Management and the ability to apply that knowledge.

The core ITIL® Service Management processes are reviewed, examined and discussed in detail, using interactive lectures, group discussion and intensive case study exercises to expand students' theoretical and practical understanding of the processes.

Course attendees will:

- Learn to consider the business, management, technical, organizational, and operational issues associated with each of the IT Service Management processes and plan best practice improvement strategies.
- Gain an in-depth understanding of:
 - the operational Service Support processes
 - the tactical Service Delivery processes
 - ITSM process activities and relationships
- Learn to strategically manage ITSM processes in the workplace
- Prepare for the ITIL Service Manager's Certificate examinations
- Write, with confidence, the ISEB (Information Systems Examination Board) examinations for the Manager's Certificate in IT Service Management.

Duration of Course:

- Three classroom modules
- Two five-day sessions
- Three-day session to review, prepare for, and write the examinations
- These modules take place over a 10 week period

Intended Audience:

IT practitioners and managers responsible for the design and / or operation of one or more IT Service Management processes. This includes IT Senior Managers, IT process owners, project managers, consultants, and experienced operations practitioners whose contributions affect the quality of IT Services delivered to customers.

Prerequisites:

- ITIL Foundations Certificate plus two years of management or supervisory experience in IT and two or more years experience with IT Service Management. Good communication and presentation skills.
- This program requires a high degree of commitment from both participants and their employers.

Delivery Method:

- This course is an in depth learning experience which includes instructor led modules delivered classroom style combining lecture, discussions, and exercises.
- Additional work and self-study between modules is a requirement for successful completion of the course.

Curriculum:

This course will be delivered in three distinct modules. In module one, candidates study the IT Service Support processes: Incident Management, Problem Management, Configuration Management, Change Management, Release Management and the Service Desk Function. Approximately one month later, candidates reconvene for the second module to examine the IT Service Delivery processes: Service Level Management, Availability Management, Capacity Management, IT Service Continuity Management and Financial Management.



The third module helps prepare candidates for the Service Manager's Certificate examinations and includes undertaking the two three-hour examinations. Throughout the modules, each candidate's management skills will be evaluated and an assessment completed.

Exam Requirements:

The following exam requirements will be covered through 3 methods:

1. Experienced expert instructors
2. Course material and case study analysis
3. Self-study

Note: Candidates should plan for significant self-study throughout the duration of the 10 week course.

Deliverables:

- ITIL Service Support textbook (Official ITIL Publication)
- ITIL Service Delivery textbook (Official ITIL Publication)
- Course material and case studies (Service Support & Service Delivery)

Upon completing this course, participants will have the knowledge to successfully:

- Manage the roles of IT Service Support and IT Service Delivery in business.
- Assess IT Service Management processes in an organization.
- Implement organizational change.
- Improve IT Service effectiveness and efficiency.
- Enable an ITSM strategy which aligns Business and IT goals and objectives.
- Raise awareness and gain support and commitment from their organization.
- Analyze an existing organization in order to better manage the IT infrastructure.
- Assess organizational continuous process improvement.
- Develop and implement metrics to enable better business decisions.
- Support IT financial management.

Instructors:

This course is delivered by two ISEB accredited trainers who add value to the course materials through their real, practical experiences implementing and managing the IT Service Management processes.

For more information, please contact us:



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