



ITSM Training Solution

Roadmap and Related Curriculum

ITSM and ITIL® Certification Programs

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ITSM and ITIL® Certification Programs

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ITIL® V3 Executive Overview - .5 Days

Course Overview

A half-day session for Executives, Senior Management and “decision makers” who need an in-depth understanding of the values associated with service improvement initiatives based on the ITIL® V3 Service Lifecycle Framework, and require a greater awareness of IT Service Management best practices.

- 100% Lecture - ITIL® V3 common language, concept overview, service lifecycle model, process and inter-relationships, senior management involvement (roles and responsibilities), initiating a service improvement program, critical success factors of ITSM programs.

This course is designed and developed to introduce Executives and Senior management levels to the ITIL® V3 Framework, and how it can initiate, improve or enhance internal organizational common understanding. Among other benefits, the introduction will describe the ITIL® V3 service lifecycle Framework approach to accomplishing the following:

- Alignment of business requirements and IT capabilities
- Improve the relationship of IT processes across the organization
- Improve IT service quality across the organization
- Achieve efficient and effective delivery and support of IT services
- Improve cost efficiency and enhanced resource utilization
- Increase customer / user satisfaction
- Enhance the customer and user relationship with the IT organization
- Understand the roles and responsibility of senior management and the IT service culture
- Recognize the critical success factors in the implementation of Best Practice

Duration

Half day

Delivery Methods

- Instructor led Classroom environment
- Virtual Web-based

Audience

This program is for Executives and Senior Management who:

- Need to understand the value associated with service improvement initiatives based in the ITIL® V3 lifecycle model and Framework
- Are working in any aspect of IT Service Management

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- Need a greater awareness of IT Service Management best practices
- Are implementing or would like to implement one or more of the ITIL® V3 Service Management based processes, in an IT environment
- Intend to acquire knowledge of the ITIL® V3 framework
- Have started the implementation of processes based on ITIL® V2 and want to know how V3 will affect their initiative
- Are IT customers and require an understanding of how service support and delivery are best achieved and/or improved

Prerequisites

- No prerequisite required for this program

Program Objectives

The program will provide Executives and Senior Management with the training to enhance their understanding of the ITIL® V3 framework and expose its numerous benefits to an organization.

Program Contents

The ITIL Executive Overview Course includes:

- Introduction to ITSM and ITIL® V3 service lifecycle models
- Understand the differences between ITIL® V2 and V3
- Overview of ISO/IEC 20000 international standard for Service Management
- The ITIL® approach to IT Service Management in achieving business objectives
- ITIL® V2 Service Support and Delivery Processes
- ITIL® V3 Implementation requirements and benefits
- ITIL® V3 - Understanding how ITSM and ITIL® can help to achieve ROI

Program Material (handout)

- A printed copy of the instructor's presentation will be distributed to the participants.

ITIL® V3 Overview - 1 Day

Course Overview

ITIL® is a set of best practices guidance that has become a worldwide-adopted framework for Information Technology Services Management (ITSM) by many Public & Private Organizations. Since early 1990, ITIL® has been evolving from the focus of activities and processes under versions 1 and 2 to full cycle of Service Management under version 3.

In addition to the existing benefits of aligning IT goals and objectives with the business, improving quality and reducing cost of operation; ITSM and ITIL® V3 now emphasizes the following areas:

- Assist in transforming IT Service Management onto a strategic business asset
- Assist in defining and managing the complete lifecycle of IT Service Management Process
- Provide guidance on the development and on-going management of Services Strategy, Service Design, the Transition of Services from current to desired state, Service Operation and the Continuous improvement of the those Services

Duration

1 day

Delivery Methods

- Instructor led Classroom environment
- Virtual Web-based

Audience

IT professionals interested in understanding the content and concepts of the new ITIL® V3, as well as understand the differences with previous ITIL® V2:

- Executives and key stakeholders
- Process Owners and Managers
- Senior technical and operational staff
- IT professionals and Consultants
- IT customers

Prerequisites

- No prerequisite required for this program

Program Objectives

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This course introduces ITIL® V3 concepts and explains the major differences with ITIL® V2.

Program Contents

An effective lecture designed at achieving a clear understanding the new ITIL® V3 Best Practice and Service Management lifecycle model:

- Overview of the drivers for ITIL® V3
- Key differences between ITIL® V2 and ITIL® V3 - What are the major changes?
 - New concepts, definitions and terminology
 - Key interfaces
- Introduction to the ITIL® V3 Services Lifecycle approach and its key concepts
 - Including control and governance
 - Key roles
- Exposure to:
- The Service Lifecycle approach and components of each stage within the lifecycle
- The benefits if adopting ITIL® V3 Best Practice
- The main components (the new books) within the 5 stages in the lifecycle:
 - Service Strategy
 - Service Design
 - Service Transition
 - Service Operation
 - Continual Service Improvement

Next Steps

- The future of ITIL® Qualification
 - What will happen to current certifications and qualifications?
- When should we start adopting ITIL® V3 concepts?
 - Do I have to read all the books?
 - What will happen to our ITIL® V2 investments?
 - Will tools still satisfy ITIL®?
- How does ITIL® V3 map to other quality standard such as ISO/IEC 20000

Program Material (handout)

- A printed copy of the instructor's presentation will be distributed to the participants.

ITIL® V3 Foundation Program Certification Program - 3 Days

Course Overview

ITIL® is a set of best practices guidance that has become a worldwide-adopted framework for Information Technology Services Management (ITSM) by many Public & Private Organizations. Since early 1990, ITIL® has been evolving from focusing on Functions and Processes under versions 1 and 2 to focusing on the Full Service Lifecycle Management under version 3.

In addition to the existing benefits of aligning IT goals and objectives with the business, improving quality and reducing cost of operation; ITSM and ITIL® V3 now emphasizes the following areas:

- Assist in transforming IT Service Management onto a strategic business asset
- Assist in defining and managing the complete lifecycle of IT Service Management Process
- Provide guidance on the development of Services Strategy, the development of Service Design, the Transition of Services from current to desired state, the Implementation and the Continuous improvement of the those Services

This exam-preparatory course provides comprehensive coverage of foundation concepts within the IT Infrastructure Library (ITIL) V3. Through lectures and practice exam questions participants explore the concepts of good practice in IT Service Management based on the ITIL® V3 Framework.

Duration

- This three (3) days classroom training course with examination held on the afternoon of the 3rd day is accredited by both LCS and EXIN examinations institutes.
- Including a sample examination and preparation to re-enforce the knowledge gained.
- The format of the examination for this program consists of a closed book paper of 40 questions, to be answered within 60 minutes. (Candidates sitting the examination in English and who do not have English as their first language will be allowed additional 15 minutes to allow use of a dictionary). The pass mark will be 65% or more – 26 or more correct answers.

The Minimum number of students per session is 6 where the maximum is 25.

Delivery Methods

- Instructor led Classroom environment
- Virtual Web-based

Audience

IT professionals interested in understanding the content and concepts of the new ITIL® V3, as well as understand the differences with previous ITIL® V2.

- Executives and key stakeholders

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- Process Owners and Managers
- Senior technical and operational staff
- IT professionals and Consultants
- IT customers

Prerequisites

- General IT knowledge
- Preferably ITIL® awareness
- Students will complete at a minimum 18 hours of class time and no personal study is required.
- Sample exam will be discussed in the classroom to prepare students for the real exam.
- Course participants should follow our ATO accredited material and/or purchase the appropriate OGC publication to review and prepare for the exam; also the syllabus and the pertinent areas of the ITIL® Service Management Practice core guidance should be reviewed as well in preparation for the exam.

Program Contents

- Overview of the drivers for ITIL® V3
- Key differences between ITIL® V2 and ITIL® V3 - What are the major changes?
 - New concepts, definitions and terminology
 - Key processes and functions

Introduction to Service Management

- The evolution of Service management
- Definition of Service and Service Management
- Service Management as best practice
- The importance of adopting a service and continual improvement culture and approach
- Interface to other framework and standards (i.e. ISO/IEC 20000)

The Service Lifecycle

- Objectives and business value
- The main components (the new books) within the 5 stages in the lifecycle:
 - Service Strategy
 - Service Design
 - Service Transition
 - Service Operation
 - Continual Service Improvement

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Key Principles of IT Service Management

- Types of service providers
- Five key aspects of Service Design
- The 7 “Rs” of Change Management
- Service “V” model
- Continual Service Improvement model
- The need for IT Governance and control
- Process development characteristic and guidelines

Basic concept, objectives and activities of:

- Service Portfolio Management
- Service Level Management
- Incident Management
- Change Management
- Demand Management
- Financial Management
- Service Catalogue Management
- Availability Management
- Capacity Management
- Supplier Management
- Information Security Management
- IT Service Continuity Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Event Management
- Problem Management
- Request Fulfillment
- Access Management
- The 7 step improvement process

Overview of the functions

- Service Desk
- Application Management,
- Operations Management
- Technical Management

Organization structure

- Key roles and responsibilities
- Technology and Architecture considerations

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Program Material (handout)

- This training program includes the following as reference documentation:
 - Program slide presentation
 - ITIL® V3 Syllabus document
 - Exam study guide
 - ITIL® V3 acronyms and glossary
 - Sample examination questions and answers

Simulation and practical application

We provide the students with real life experiences; we use the client organization as “Case study” example for the purpose of discussion to show the value of using best practice. We integrate group exercises and sample exam questions to simulate and practice the subject matter.

ITIL® V3 Service Manager Expert “Bridge” Program Certification Program - 5 Days

Program Overview

Since early 1990, ITIL has been evolving from the focus of Functions and Processes under versions 1 and 2 to Service Lifecycle Management under version 3. This qualification program will bridge the subject matter content gap between the ITIL Service Manager’s Certificate version 2 and the ITIL Expert Certification of IT Service Management version 3.

Through lectures and simulation exam questions the course offers a comprehensive coverage of the gaps between ITIL V2 and the new ITIL V3 models, concepts and content including the introduction of the Service Lifecycle, objectives and business value for each of its phases.

Duration

- This five (5) days classroom training course with examination held on the afternoon of the 5th day is accredited by both LCS and EXIN examinations institutes.
- Including a sample examination and preparation to re-enforce the knowledge gained.
- The format of the examination for the Bridge Qualification consists of a complex multiple choice, closed book paper of 20 questions, to be answered within 90 minutes. (Candidates sitting the examination in English and who do not have English as their first language will be allowed 105 minutes to allow use of a dictionary.) The pass mark will be 80% or more – 16 or more correct answers.

Delivery Method

- Instructor led
- Physical or virtual Classroom environment
- Number of student at minimum will be 6 and at maximum will be 18.

Audience

This course is specific to those individuals who already hold a Service Manager’s Certificate in IT Service Management at an earlier ITIL version, who wish to obtain the ITIL V3 Expert certificate in IT Service Management.

This may include, but not limited to:

- Executives, CIO and key stakeholders
- Process Owners and Managers
- Senior technical and operational staff
- IT professionals and Consultants
- IT customers

Prerequisites

- This qualification is ONLY available to candidates who already hold the Service Manager’s Certificate in IT Service Management from earlier versions.

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- Candidate must attend at least 28 hours of an accredited course delivered by accredited provider.
- Strongly recommended to read the syllabus sections of the ITIL V3 publication.

Program Objectives

The main focus of the Service Manager's V3 Bridge program is to explain the GAP between the content of ITIL V3 versus the content of ITIL V2.

A series of effective lectures designed at achieving a clear understanding the new ITIL V3 Best Practice and Service Management lifecycle model, processes and functions, including but not limited to:

- The objectives, scope, concepts, activities, key metrics (KPI's) and challenges for all of the ITIL V3 processes and functions.
- The business value of ITSM Good Practice, the definition of a Service and the concept of Service Management as a practice.
- The basics of Value Creation through Goods and Services provision.
- The identification of Business Requirements and design of Service Solutions.
- Implementation considerations and issues throughout the lifecycle and related processes.
- How ITIL V3 interfaces with other industry guidance such as Cobit, ISO/IEC 20000, CMMI, etc.
- How new V3 concepts can be used as part of a successful ITSM project or in successful operation of ITSM processes.
- The key principles and balance of some of the opposing forces within Service Management.
- How to evaluate and explain Service Provider Types.
- Designing supporting Management Systems and tools and evaluate the generic requirements for an integrated set of Service Management Technology.
- How Service Automation can assist with integrating Service Management processes.
- Consideration for planning & implementing Service Management technologies.

Program Contents

The evolution of Service Management

- Definition of Service and Service Management
- Service Management as best practice
- The importance of adopting a service and continual improvement culture and approach
- Interface to other framework and standards (i.e. ISO/IEC 20000)
- Objectives and business value

The Service Lifecycle

- The main components (the new books) within the 5 stages in the lifecycle:
 - Service Strategy
 - Service Design
 - Service Transition
 - Service Operation
 - Continual Service Improvement

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Key Principles of IT Service Management

- Types of service providers
- Five key aspects of Service Design
- The 7 “Rs” of Change Management
- Service “V” model
- Continual Service Improvement model
- The need for IT Governance and control
- Process development characteristic and guidelines
- Organizational structure
- Key roles and responsibilities
- Technology and Architecture considerations

Overview of the ITIL functions

- Service Desk
- Application Management,
- Operations Management
- Technical Management

Basic concept, objectives and activities of ITIL processes

- Key changes to existing version 2 processes, as well as the new ITIL V3 processes
- Service Management
- Service Portfolio Management
- Service Catalogue Management
- Supplier Management
- Information Security Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Event Management
- Request Fulfillment
- Access Management
- The 7 step improvement process

Program Material

The ITIL V3 Service Manager's training program includes the following as reference documentation:

- Program slide presentation
- ITIL V3 Service Management Bridge Syllabus
- ITIL V3 acronyms and glossary
- Sample examination questions and answers

Simulation and practical application

We provide the students with real life experiences; we use the client organization as “Case study” example for the purpose of discussion to show the value of using best practice. We integrate group exercises and sample exam questions to simulate and practice the subject matter.

ITIL® V3 Service Strategy Certification Program - 3 Days

Program Overview

ITIL® is a set of best practices guidance that has become a worldwide-adopted framework for Information Technology Services Management (ITSM) by many Public & Private Organizations. Since early 1990, ITIL® has been evolving from focusing on Functions and Processes under versions 1 and 2 to focusing on the Full Service Lifecycle Management under version 3.

In addition to the existing benefits of aligning IT goals and objectives with the business, improving quality and reducing cost of operation; ITSM and ITIL® V3 now emphasizes the following areas:

- Assist in transforming IT Service Management onto a strategic business asset
- Assist in defining and managing the complete lifecycle of IT Service Management Process
- Provide guidance on the development of Services Strategy, the development of Service Design, the Transition of Services from current to desired state, the Implementation and the Continuous improvement of the those Services

This exam-preparatory course provides comprehensive coverage of SS concepts within the IT Infrastructure Library (ITIL) V3. Through lectures and practice exam questions participants explore the concepts of good practice in IT Service Management based on the ITIL® V3 Framework.

The ITIL® Intermediate Qualification: Service Strategy Certificate is a free-standing qualification, but is also part of the ITIL® Intermediate Lifecycle stream, and one of the modules that leads to the ITIL® Expert in IT Service Management. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in service management and design as documented in the ITIL® Service Design publication.

Note:

The success in achieving this certification is highly dependent upon participants' effort in doing their homework, and self-study before and during the program. Therefore, it is highly recommended that course participants purchase the appropriate OGC publication to complete at a minimum 21 hours of personal study by reviewing the syllabus and the pertinent areas of the ITIL® Service Management Practice core guidance, in particular Service Strategy publication.

Duration

This program is offered over a 3-day period where it combines theoretical and hands-on knowledge transfer, including individual and group practical exercises. The Minimum number of students per session is 6 where the maximum is 18.

- This three (3) days classroom training course with examination held on the afternoon of the 3rd day is accredited by both LCS and EXIN examinations institutes.
- The course includes approximately 21 hours of student-instructor interaction, a sample and a

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formal examination.

- The format of the examination consists of a closed book paper of 8 multiple choice complex questions, to be answered within 90 minutes. (Candidates sitting the examination in English and who do not have English as their first language will be allowed additional 30 minutes to allow use of a dictionary). The pass mark will be 70% or more – 28 or more correct answers.

Delivery Methods

- Instructor led Classroom based
- Virtual Web based

Audience

The main target group for the ITIL® Intermediate Qualification: Service Strategy Certificate includes but is not restricted to CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers and ITSM trainers involved in the on-going management, coordination and integration of strategizing activities within the Service Lifecycle.

The course covers the management of service strategy and core information of supporting activities within the Service Strategy stage, but not the detail of each of the supporting processes. The program may also be of interest to individuals who require a deeper understanding of the ITIL® Service Strategy stage of the ITIL® Service Lifecycle and how activities in it may be implemented to enhance the quality of IT service management within an organization; the audience may include, but not limited to:

- IT professionals working in roles associated with strategic planning, execution and control within a service-based business model, seeking an understanding of the concepts, processes, functions and activities involved in Service Strategy
- Individuals seeking the ITIL® Expert certification in IT Service Management for which this qualification is one of the prerequisite modules
- Individuals seeking progress towards the ITIL® Master in IT Service Management for which the ITIL® Expert is a prerequisite

Prerequisites

Candidates wishing to be trained and examined for this qualification must already hold the ITIL® Foundation Certificate in IT Service Management (the V3 Foundation or V2 Foundation plus Bridge Certificate) which shall be presented as documentary evidence to gain admission.

Additionally, to be eligible for the ITIL® Intermediate: Service Strategy Qualification, candidates shall fulfill the following requirements:

- At least 21 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an accredited e-learning solution) for this syllabus, as part of a formal, approved training course/scheme

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- It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and the Service Design publication in preparation for the examination
- There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable

Content and Objectives

Through a series of lectures designed at achieving a clear understanding of the ITIL® Best Practice lifecycle approach and through various exercises, assignments and discussions, participants will gain the necessary knowledge of the following subjects:

- the importance of Service Management as a Practice concept and Service Strategy Principals, Purpose and Objective
- How ITIL® Service Strategy interacts with other Service Lifecycle Processes
- The activities, methods and functions used in each of the ITIL® Service Strategy processes
- The roles and responsibilities within ITIL® Service Strategy and the activities and functions to achieve operational excellence
- Explain how to measure ITIL® Service Strategy
- Have a good understanding of technology and implementation considerations surrounding ITIL® Service Strategy
- Challenges, Critical Success Factors and Risks associated to ITIL® Service Strategy

The program will cover the following modules:

Service Strategy Principles

- This unit introduces the candidate to the core concepts and practices in Strategy and organization applied to Service Management and IT. To meet the learning outcomes and examination level of difficulty, the candidates must be able to understand and describe:
 - The logic of value-creation within the context of the ITIL® Service Lifecycle Capabilities and resources
 - Service provider types, and be able to choose between the types
 - Dynamics of a service model based on the concept of value networks
 - Strategic perspectives, plans, positions and patterns as applied to service management and IT in their own organization

Defining Services and Market Spaces

- This unit covers the core concepts and practices in internal marketing, business development, and opportunity analysis. To meet the learning outcomes and examination level of difficulty, the candidates must be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze :
 - Formal definitions of services suitable for planning and execution across the Service Lifecycle
 - Business outcomes of customers and relating them to customer assets and service assets

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- Services into customer outcomes, service assets, utility and warranty elements
- Market spaces, opportunities for new or changed services, and services as configurations and patterns

Conducting Strategic Assessments

This unit covers the process of conducting strategic assessments with respect to customers, market spaces, and existing capabilities of a service provider. To meet the learning outcomes and examination level of difficulty, the candidates must be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- Strategic assets of an organization their performance and potential for serving particular customers or market spaces (internal or external)
- Critical Success Factors and degree of alignment of existing services, capabilities, and strategies with customer's business
- Business potential within existing customers and in adjacent market spaces through analysis of patterns within Service Catalogue, business strategy of customers, and environmental factors such as business trends, technological innovation, and regulatory compliance

Financial Management

This unit covers Financial Management and investments applied to Service Management. To meet the learning outcomes and examination level of difficulty, the candidates must be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- Service valuation, financial modeling, service provisioning and analysis, and business impact analysis
- Funding the Service Portfolio and phases of the Service Lifecycle and defining expectations or return on investments

Service Portfolio Management

This unit covers Portfolio management concepts, methods, and principles applied to Service Management. To meet the learning outcomes and examination level of difficulty, the candidates must be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze Service Portfolio Management, methods, and processes related to service management and services

Managing Demand

This unit covers Demand Management, profiling, segmentation, and service packaging strategies to effectively serve different types of customer needs and business activity patterns. To meet the learning outcomes and examination level of difficulty, the candidates must be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- Challenges, opportunities and risks in fulfilling demand for a particular customer or market space
- High-level strategies for demand management that can be supported by capabilities across the Service Lifecycle
- Demand with respect to customer outcomes, patterns of business activity, and user profiles. Sources of demand and capacity within the Service Catalogue and Service Pipeline
- Core Service Packages and Service Level Packages

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- The roles of Product Manager and Business Relationship Manager

Driving Strategy Through The Service Lifecycle

This unit covers How Service Strategy is implemented through tactics and operations framed by the Service Lifecycle. To meet the learning outcomes and examination level of difficulty, the candidates must be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- How Service Strategy is driven through and informed by other elements of the Service Lifecycle
- Policies and constraints for Service Design that will encode strategic objectives and customer needs
- Requirements for Service Transition to act on behalf of Service Strategy in reducing costs and risks as service progress through the Lifecycle
- Tactical plans for the Service catalogue to be effectively hosted by Service Operation phase, with adjustments by customers and contracts
- Opportunities for improvement across the Service Portfolio and Service Lifecycle

Critical Success Factors and Risks

This unit covers Critical Success Factors and risks that determine the viability of strategic positions and plans. Specifically, after completion of this unit candidates will be able to:

- The role of organization development and sourcing as Critical Success Factors
- Automation and tools to meet strategic objectives through the framework of service management
- Benefits and risks from factors such as complexity, coordination, intangible assets, and total cost of utilization (TCU)
- Types of risks across the Lifecycle and high-level approaches for mitigating risks

Summary, Exam Preparation and Directed Studies

This module summarizes the material covered in the previous modules and prepares candidates for the examination through the review and practice of a mock examination. The Examination is comprised of eight (8) multiple choice, scenario-based, gradient scored questions. The standard duration of the exam is Maximum 90 minutes.

Program Material

This training program includes the following as reference documentation:

- Program slide presentation
- Syllabus document
- ITIL® V3 acronyms and glossary
- Sample examination questions and answers

Simulation and practical application

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We provide the students with real life experiences; we use the client organization as “Case study” example for the purpose of discussion to show the value of using best practice. We integrate group exercises and sample exam questions to simulate and practice the subject matter.

ITIL® V3 Service Design Certification Program - 3 Days

Program Overview

ITIL® is a set of best practices guidance that has become a worldwide-adopted framework for Information Technology Services Management (ITSM) by many Public & Private Organizations. Since early 1990, ITIL® has been evolving from focusing on Functions and Processes under versions 1 and 2 to focusing on the Full Service Lifecycle Management under version 3.

In addition to the existing benefits of aligning IT goals and objectives with the business, improving quality and reducing cost of operation; ITSM and ITIL® V3 now emphasizes the following areas:

- Assist in transforming IT Service Management onto a strategic business asset
- Assist in defining and managing the complete lifecycle of IT Service Management Process
- Provide guidance on the development of Services Strategy, the development of Service Design, the Transition of Services from current to desired state, the Implementation and the Continuous improvement of the those Services

This exam-preparatory course provides comprehensive coverage of SD concepts within the IT Infrastructure Library (ITIL) V3. Through lectures and practice exam questions participants explore the concepts of good practice in IT Service Management based on the ITIL® V3 Framework.

The ITIL® Intermediate Qualification: Service Design Certificate is a free-standing qualification, but is also part of the ITIL® Intermediate Lifecycle stream, and one of the modules that leads to the ITIL® Expert in IT Service Management. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in service management and design as documented in the ITIL® Service Design publication.

Note:

The success in achieving this certification is highly dependent upon participants' effort in doing their homework, and self-study before and during the program. Therefore, it is highly recommended that course participants purchase the appropriate OGC publication to complete at a minimum 21 hours of personal study by reviewing the syllabus and the pertinent areas of the ITIL® Service Management Practice core guidance, in particular Service Design publication.

Duration

This program is offered over a 3-day period where it combines theoretical and hands-on knowledge transfer, including individual and group practical exercises. The Minimum number of students per session is 6 where the maximum is 18.

- This three (3) days classroom training course with examination held on the afternoon of the 3rd day is accredited by both LCS and EXIN examinations institutes.
- The course includes approximately 21 hours of student-instructor interaction, a sample and a

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formal examination.

- The format of the examination consists of a closed book paper of 8 multiple choice complex questions, to be answered within 90 minutes. (Candidates sitting the examination in English and who do not have English as their first language will be allowed additional 30 minutes to allow use of a dictionary). The pass mark will be 70% or more – 28 or more correct answers.

Delivery Methods

- Instructor led Classroom based
- Virtual Web based

Audience

- The audience for the ITIL® Intermediate Qualification: Service Design Certificate includes, but is not limited to CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers and ITSM trainers involved in the ongoing management, coordination and integration of design activities within the Service Lifecycle
- Individuals seeking the ITIL® Expert certification in IT Service Management for which this qualification is one of the prerequisite modules
- Individuals seeking progress towards the ITIL® Master in IT Service Management for which the ITIL® Expert is a prerequisite
- The program covers the management and control of the activities and techniques within Service Design, but not the detail of each of the supporting processes. This program may also be of interest to:
 - Individuals who require a detailed understanding of the ITIL® Service Design phase of the ITIL® core Lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization
 - IT professionals working within or about to enter a Service Design environment and requiring an understanding of the concepts, processes, functions and activities involved
 - Individuals seeking progress towards the ITIL® Master in IT Service Management for which the ITIL® Expert is a prerequisite

Prerequisites

Candidates wishing to be trained and examined for this qualification must already hold the ITIL® Foundation Certificate in IT Service Management (the V3 Foundation or V2 Foundation plus Bridge Certificate) which shall be presented as documentary evidence to gain admission.

Additionally, to be eligible for the ITIL® Intermediate: Service Design Qualification, candidates shall fulfill the following requirements:

- At least 21 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an accredited e-learning solution) for this syllabus, as part of a formal, approved training course/scheme

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- It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and the Service Design publication in preparation for the examination
- There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable

Content and Objectives

Through a series of lectures designed at achieving a clear understanding of the ITIL® Best Practice lifecycle approach and through various exercises, assignments and discussions, participants can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Management and control of all Service Design activities
- Management and application of Service Design concepts, inputs, outputs and activities
- Knowledge of Service Design principles and management of Service Design processes
- Control and coordination of Service Design technology related activities
- Justification and control of the organizational and technological issues on Service Design
- Analysis, justification and selection of the implementation approaches, challenges, critical success factors and risks

The program will cover the following modules:

Introduction to Service Design

This unit introduces the candidate to the concepts and terminology in the field of Service Design. To meet the learning outcomes and examination level of difficulty, the candidates must be able to understand and describe:

- the concept of Service Management as a practice
- the concept of Service, its value proposition and composition
- the concepts of Function, Process and Role
- the purpose, goals and objectives of Service Design
- the scope of Service Design
- the business value
- the contents and use of the Service Design Package
- the contents and use of Service Acceptance Criteria

Service Design Principles

This unit covers Service Design principles. To meet the learning outcomes and examination level of difficulty, the candidates must be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- Service Design principles and service composition
- the importance and approach to balanced design
- service requirements, business requirements and drivers
- design activities and constraints

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- the principles and the five aspects of Service Design to the management of Service Design processes
- Designing service solutions
- Designing supporting systems, especially the Service Portfolio
- Designing technology architectures
- Designing processes
- Designing measurement systems and metrics
- Business Service Management (BSM) and Service Oriented Architecture (SOA) principles
- Service Design models

Service Design Processes

This unit covers the managerial and supervisory aspects of the ITIL® processes covered in the Service Design stage, (but excludes the day to day operation of the processes which is covered in the corresponding Capability Modules). To meet the learning outcomes and examination level of difficulty, the candidates must be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide, or analyze:

- the activities and techniques, but not the detailed process steps, for the following processes
 - Service Catalogue Management
 - Service Level Management
 - Capacity Management
 - Availability Management
 - IT Service Continuity Management
 - Information Security Management
 - Supplier Management
- the principles and the five aspects of Service Design (to the management of Service Design processes)

Service Design technology related activities

This unit covers the management of technology related activities commonly performed in the Service Design stage. To meet the learning outcomes and examination level of difficulty, the candidates must be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- requirement types and manage activities and techniques within Requirements Engineering
- the activities and techniques within Data and Information Management activities and techniques associated with Application Management

Organizing for Service Design

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This unit covers the managerial and supervisory aspects associated with the Service Design roles, responsibilities and capabilities. It enables candidates to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- functional roles analysis and RACI
- the roles and responsibilities within Service Design

Consideration of Technology

This unit covers technology considerations for Service Design. To meet the learning outcomes and examination level of difficulty, the candidates must be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- the types of tools that would benefit Service Design
- requirements for Service Management tools

Implementation and improvement of Service Design

This unit covers the implementation and improvement of Service Design in an organization. It will enable to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze the Service Design issues relating to:

- Business Impact Analysis, Service Level Requirements and risks
- the six-stage implementation approach
- measurements through Critical Success Factors and Key Performance Indicators
- prerequisites for success and risks affecting Service Design activities and processes

Summary, Exam Preparation and Directed Studies

This module summarizes the material covered in the previous modules and prepares candidates for the examination through the review and practice of a mock examination. The Examination is comprised of eight (8) multiple choice, scenario-based, gradient scored questions. The standard duration of the exam is Maximum 90 minutes.

Program Material

This training program includes the following as reference documentation:

- Program slide presentation
- Syllabus document
- ITIL® V3 acronyms and glossary
- Sample examination questions and answers

Simulation and practical application

We provide the students with real life experiences; we use the client organization as “Case study” example for the purpose of discussion to show the value of using best practice. We integrate group exercises and sample exam questions to simulate and practice the subject matter.

ITIL® V3 Service Transition Certification Program - 3 Days

Program Overview

ITIL® is a set of best practices guidance that has become a worldwide-adopted framework for Information Technology Services Management (ITSM) by many Public & Private Organizations. Since early 1990, ITIL® has been evolving from focusing on Functions and Processes under versions 1 and 2 to focusing on the Full Service Lifecycle Management under version 3.

In addition to the existing benefits of aligning IT goals and objectives with the business, improving quality and reducing cost of operation; ITSM and ITIL® V3 now emphasizes the following areas:

- Assist in transforming IT Service Management onto a strategic business asset
- Assist in defining and managing the complete lifecycle of IT Service Management Process
- Provide guidance on the development of Services Strategy, the development of Service Design, the Transition of Services from current to desired state, the Implementation and the Continuous improvement of the those Services

This exam-preparatory course provides comprehensive coverage of ST concepts within the IT Infrastructure Library (ITIL) V3. Through lectures and practice exam questions participants explore the concepts of good practice in IT Service Management based on the ITIL® V3 Framework.

The ITIL® Intermediate Qualification: Service Transition Certificate is a free-standing qualification, but is also part of the ITIL® Intermediate Lifecycle stream, and one of the modules that leads to the ITIL® Expert in IT Service Management. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in service management and design as documented in the ITIL® Service Design publication.

Note:

The success in achieving this certification is highly dependent upon participants' effort in doing their homework, and self-study before and during the program. Therefore, it is highly recommended that course participants purchase the appropriate OGC publication to complete at a minimum 21 hours of personal study by reviewing the syllabus and the pertinent areas of the ITIL® Service Management Practice core guidance, in particular Service Transition publication.

Duration

This program is offered over a 3-day period where it combines theoretical and hands-on knowledge transfer, including individual and group practical exercises. The Minimum number of students per session is 6 where the maximum is 18.

- This three (3) days classroom training course with examination held on the afternoon of the 3rd day is accredited by both LCS and EXIN examinations institutes.
- The course includes approximately 21 hours of student-instructor interaction, a sample and a

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formal examination.

- The format of the examination consists of a closed book paper of 8 multiple choice complex questions, to be answered within 90 minutes. (Candidates sitting the examination in English and who do not have English as their first language will be allowed additional 30 minutes to allow use of a dictionary). The pass mark will be 70% or more – 28 or more correct answers.

Delivery Methods

- Instructor led Classroom based
- Virtual Web based

Audience

The target group of the ITIL Expert Qualification Service Transition is:

- Individuals who require a deep understanding of ITSM/ITIL Service Transition phase and its related processes and how it may be used to enhance the quality of IT service support within an organization.
- IT professionals that are working within an organization that has adopted and adapted ITIL who need to contribute to an ongoing service improvement program This may include but is not limited to, CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, service test managers and ITSM, trainers, business managers and business process owners.

Prerequisites

Candidates wishing to be trained and examined for this qualification must already hold the ITIL® Foundation Certificate in IT Service Management (the V3 Foundation or V2 Foundation plus Bridge Certificate) which shall be presented as documentary evidence to gain admission.

Additionally, to be eligible for the ITIL® Intermediate: Service Transition Qualification, candidates shall fulfill the following requirements:

- At least 21 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an accredited e-learning solution) for this syllabus, as part of a formal, approved training course/scheme
- It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and the Service Design publication in preparation for the examination
- There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable

Content and Objectives

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Through a series of lectures designed at achieving a clear understanding of the ITIL Best Practice lifecycle approach and through various exercises, assignments and discussions, participants will gain the necessary knowledge enabling them to capture:

- Introduction to Service Transition
- Service Transition Principles
- Management and control of all Service Transition activities
- Service Transition Related activities around communications, commitment and organizational change
- Organizing Service Transition
- Control and coordination of Service Transition technology related activities
- Analysis, justification and selection of the implementation approaches, challenges, critical success factors and risks.

The program will cover the following modules:

Introduction

This module introduces the candidate to the concepts and terminology of the Service Lifecycle and the role of ST within the Lifecycle, where the course participants will have the ability to capture, understand and describe:

- Service Transition as a practice
- Service, its value proposition and value composition
- Functions, Processes and Roles
- The purpose, goals and objectives of Service Transition
- The scope of Service Transition and the types of processes used by Service Transition
- The position of Service Transition within the service lifecycle, the interfaces, inputs and outputs
- Potential value to business

Service Transition Principles

This module covers the basic guiding principles of Service Transition, where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply distinguish, produce, decide or analyze:

- The concept of service and role of utilities, warranties, capabilities and resources in delivering the service
- The key policies and best practice principles that aid effective Service Transition.

Service Transition Processes

This module covers the managerial and supervisory aspects of the ITIL processes covered in the Service Transition stage (but excludes the day to day operation of the processes which are primarily covered in the Release, Control and Validation module); where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply distinguish, produce, decide or analyze:

- Transition Planning and Support

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- Change Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Service Validation and Testing
- Evaluation
- Knowledge Management

Service Transition related activities

This module provides a high-level view of the communications and stakeholder management activities which support Service Transition; where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply distinguish, produce, decide or analyze:

- Managing Communications and Commitment
- Managing Organizational and Stakeholder Change
- Organizational roles, responsibilities and Service Transitions Roles within organizational change
- Planning and Implementing organizational change, and the outputs from other lifecycle stages which assist with managing organizational change
- Assessing organizational readiness for and monitoring progress of organizational change
- Methods, practices and techniques used in managing change
- Stakeholder Management

Organizing for Service Transition

This module considers the roles and responsibilities appropriate within Service Transition and the Service Transition focused capabilities. It will also cover possible Service Transition organizational structures and their applicability to different circumstances; where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply distinguish, produce, decide or analyze:

- Service Transition Roles and Responsibilities
- Organizational context for Service Transition
- The relationship of Service Transition with other lifecycle phases

Consideration of Technology

This module covers technology considerations for Service Transition; where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply distinguish, produce, decide or analyze:

- Technology requirements for Service Transition that support Service Transition as a whole and, support Service Transition's integration into the whole lifecycle.

Implementation and improvement of Service Transition

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This module covers the implementation and improvement of Service Transition in an organization; where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply distinguish, produce, decide or analyze:

- The stages of introducing Service Transition to an organization including:
 - Justification
 - Design
 - Management of cultural change and risks and beneficial values
- Measurements through analyzing critical success factors and key performance indicators
- Challenges, pre-requisites for success and risks that affect the likely viability of new and changed services.
- Challenges facing service transition and the external factors that affect the approach to service transition

Summary, Exam Preparation and Directed Studies

This module summarizes the material covered in the previous modules and prepares candidates for the examination through the review and practice of a mock examination. The Examination is comprised of eight (8) multiple choice, scenario-based, gradient scored questions. The standard duration of the exam is Maximum 90 minutes.

Program Material

The ITIL V3 Service Offering and Agreement program includes the following program material:

- Program slide presentation
- Syllabus document
- Sample examination questions and answers
- ITIL acronyms and glossary

Simulation and practical application

We provide the students with real life experiences; we use the client organization as “Case study” example for the purpose of discussion to show the value of using best practice. We integrate group exercises and sample exam questions to simulate and practice the subject matter.

ITIL® V3 Service Operation Certification Program - 3 Days

Program Overview

ITIL® is a set of best practices guidance that has become a worldwide-adopted framework for Information Technology Services Management (ITSM) by many Public & Private Organizations. Since early 1990, ITIL® has been evolving from focusing on Functions and Processes under versions 1 and 2 to focusing on the Full Service Lifecycle Management under version 3.

In addition to the existing benefits of aligning IT goals and objectives with the business, improving quality and reducing cost of operation; ITSM and ITIL® V3 now emphasizes the following areas:

- Assist in transforming IT Service Management onto a strategic business asset
- Assist in defining and managing the complete lifecycle of IT Service Management Process
- Provide guidance on the development of Services Strategy, the development of Service Design, the Transition of Services from current to desired state, the Implementation and the Continuous improvement of the those Services

This exam-preparatory course provides comprehensive coverage of SO concepts within the IT Infrastructure Library (ITIL) V3. Through lectures and practice exam questions participants explore the concepts of good practice in IT Service Management based on the ITIL® V3 Framework.

The ITIL® Intermediate Qualification: Service Operation Certificate is a free-standing qualification, but is also part of the ITIL® Intermediate Lifecycle stream, and one of the modules that leads to the ITIL® Expert in IT Service Management. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in service management and design as documented in the ITIL® Service Design publication.

Note:

The success in achieving this certification is highly dependent upon participants' effort in doing their homework, and self-study before and during the program. Therefore, it is highly recommended that course participants purchase the appropriate OGC publication to complete at a minimum 21 hours of personal study by reviewing the syllabus and the pertinent areas of the ITIL® Service Management Practice core guidance, in particular Service Operation publication.

Duration

This program is offered over a 3-day period where it combines theoretical and hands-on knowledge transfer, including individual and group practical exercises. The Minimum number of students per session is 6 where the maximum is 18.

- This three (3) days classroom training course with examination held on the afternoon of the 3rd day is accredited by both LCS and EXIN examinations institutes.
- The course includes approximately 21 hours of student-instructor interaction, a sample and a

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formal examination.

- The format of the examination consists of a closed book paper of 8 multiple choice complex questions, to be answered within 90 minutes. (Candidates sitting the examination in English and who do not have English as their first language will be allowed additional 30 minutes to allow use of a dictionary). The pass mark will be 70% or more – 28 or more correct answers.

Delivery Methods

- Instructor led Classroom based
- Virtual Web based

Audience

The target group of the ITIL Expert Qualification Service Operation is:

- Individuals who require a deep understanding of ITSM/ITIL Service Operation phase and its related processes and how it may be used to enhance the quality of IT service support within an organization.
- IT professionals that are working within an organization that has adopted and adapted ITIL who need to contribute to an ongoing service improvement program This may include but is not limited to, CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, service test managers and ITSM, trainers, business managers and business process owners.

Prerequisites

Candidates wishing to be trained and examined for this qualification must already hold the ITIL® Foundation Certificate in IT Service Management (the V3 Foundation or V2 Foundation plus Bridge Certificate) which shall be presented as documentary evidence to gain admission.

Additionally, to be eligible for the ITIL® Intermediate: Service Operation Qualification, candidates shall fulfill the following requirements:

- At least 21 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an accredited e-learning solution) for this syllabus, as part of a formal, approved training course/scheme
- It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and the Service Design publication in preparation for the examination
- There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable

Content and Objectives

Through a series of lectures designed at achieving a clear understanding of the ITIL Best Practice lifecycle approach and through various exercises, assignments and discussions, participants will gain the necessary knowledge enabling them to capture:

- Service Operations Principals

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- Service Operation Processes
- Common Service Operation Activities
- Organizing Service Operation: Functions
- Technology Considerations
- Implementation Considerations
- Challenges, Critical Success Factors and Risks

The program will cover the following modules:

Introduction

This module introduces the candidate to the concepts and terminology of the Service Lifecycle and the role of ST within the Lifecycle; where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply distinguish, produce, decide or analyze:

- Service Transition as a practice
- Service, its value proposition and value composition
- Functions, Processes and Roles
- The purpose, goals and objectives of Service Transition
- The scope of Service Transition (ST 2.4.2) and the types of processes used by Service Transition
- The position of Service Transition within the service lifecycle , the interfaces, inputs and outputs
- Potential value to business

Service Operation Principles

This module covers the Service Operation Principles, where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply distinguish, produce, decide or analyze:

- Organizational issues including: Functions, Groups, Teams, Department and Divisions
- Achieving balance in Service Operations
- Providing Service
- Involvement in Design and Transition
- Operational Health
- Communication
- Documentation

Service Operation Processes

This module covers the managerial and supervisory aspects of the ITIL processes covered in the Service Operation stage (but excludes the day to day operation of the processes which is covered in the Operational Support and Analysis Capability module; where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply distinguish, produce, decide or analyze:

- Event Management
- Incident Management

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- Request Fulfillment
- Problem Management
- Access Management

High level discussion of operational activities of processes covered in other Lifecycle phases:

- Change Management
- Configuration Management
- Release Management
- Capacity Management
- Availability management
- Knowledge Management
- Financial Management
- IT Service Continuity Management

Common Service Operation Activities

This module covers the activities commonly performed in Service Operation; where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply distinguish, produce, decide or analyze:

- Monitoring and Control
- IT Operations
- Mainframe Management
- Server Management and Support
- Network Management
- Storage and Archive
- Database Management
- Directory Services Management
- Desktop Support
- Middleware Management
- Internet/Web Management
- Facilities and Datacenter Management
- IT Security Management in relation to Service Operation
- Improvement of Operational Activities

Organizing Service Operation

This module covers the Service Operation functions and maps them to roles and responsibilities and activities. It also covers Service Operation organizational structures; where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply distinguish, produce, decide or analyze:

- Functions
- Service Desk

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- Technical Management
- IT Operations Management
- Application Management
- Roles and Responsibilities
- Service Operation Organizational Structures

Technology Considerations

This module covers technology as part of implementing service management process capabilities. It also covers the special technology functions and features that are related to Service Operation practices; where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply distinguish, produce, decide or analyze:

- Technology, tools and telephony requirements for the Service Operation processes and activities, including:
 - Generic Requirements
 - Event Management
 - Incident Management
 - Request Fulfillment
 - Problem Management
 - Access Management
 - Service Desk

Implementation Considerations

This module covers how implementation considerations contribute to Service Operation; where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply distinguish, produce, decide or analyze:

- Managing Change in Service Operations
- Service Operation and Project Management
- Assessing and Managing Risk in Service Operations
- Operational Staff in Design and Transition
- Planning and Implementing Service Management Technologies

Challenges, Critical Success Factors and Risks

This module covers the challenges and risks facing Service Operation and how Critical Success Factors contribute to Service Operation; where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply distinguish, produce, decide or analyze Challenges, Critical Success Factors and Risks

Summary, Exam Preparation and Directed Studies

This module summarizes the material covered in the previous modules and prepares candidates for the examination through the review and practice of a mock examination. The Examination is

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comprised of eight (8) multiple choice, scenario-based, gradient scored questions. The standard duration of the exam is Maximum 90 minutes.

Program Material

The ITIL V3 Service Offering and Agreement program includes the following program material:

- Program slide presentation
- Syllabus document
- Sample examination questions and answers
- ITIL acronyms and glossary

Simulation and practical application

We provide the students with real life experiences; we use the client organization as “Case study” example for the purpose of discussion to show the value of using best practice. We integrate group exercises and sample exam questions to simulate and practice the subject matter.

ITIL® V3 Continual Service Improvement Certification Program - 3 Days

Program Overview

ITIL® is a set of best practices guidance that has become a worldwide-adopted framework for Information Technology Services Management (ITSM) by many Public & Private Organizations. Since early 1990, ITIL® has been evolving from focusing on Functions and Processes under versions 1 and 2 to focusing on the Full Service Lifecycle Management under version 3.

In addition to the existing benefits of aligning IT goals and objectives with the business, improving quality and reducing cost of operation; ITSM and ITIL® V3 now emphasizes the following areas:

- Assist in transforming IT Service Management onto a strategic business asset
- Assist in defining and managing the complete lifecycle of IT Service Management Process
- Provide guidance on the development of Services Strategy, the development of Service Design, the Transition of Services from current to desired state, the Implementation and the Continuous improvement of the those Services

This exam-preparatory course provides comprehensive coverage of CSI concepts within the IT Infrastructure Library (ITIL) V3. Through lectures and practice exam questions participants explore the concepts of good practice in IT Service Management based on the ITIL® V3 Framework.

The ITIL® Intermediate Qualification: Continual Service Improvement Certificate is a free-standing qualification, but is also part of the ITIL® Intermediate Lifecycle stream, and one of the modules that leads to the ITIL® Expert in IT Service Management. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in service management and design as documented in the ITIL® Continual Service Improvement publication.

Duration

This program is offered over a 3-day period where it combines theoretical and hands-on knowledge transfer, including individual and group practical exercises. The Minimum number of students per session is 6 where the maximum is 18.

- This three (3) days classroom training course with examination held on the afternoon of the 3rd day is accredited by both LCS and EXIN examinations institutes.
- The course includes approximately 21 hours of student-instructor interaction, a sample and a formal examination.
- The format of the examination consists of a closed book paper of 8 multiple choice complex questions, to be answered within 90 minutes. (Candidates sitting the examination in English and who do not have English as their first language will be allowed additional 30 minutes to allow use of a dictionary). The pass mark will be 70% or more – 28 or more correct answers.

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Delivery Methods

- Instructor led Classroom environment
- Virtual Web-based

Audience

- The audience for the ITIL® Intermediate Qualification: Continual Service Improvement Certificate includes, but is not restricted to CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers and ITSM trainers involved in the ongoing management, coordination and integration of Continual Service Improvement activities within the Service Lifecycle.
- The course covers the management and control of the activities and techniques within the Continual Service Improvement stage, but not the detail of each of the supporting processes. This course may also be of interest to:
 - Individuals who require a detailed understanding of the ITIL® Continual Service Improvement phase of the ITIL® core Lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization
 - IT professionals working within or about to enter a Continual Service Improvement environment and requiring a detailed understanding of the processes, functions and activities involved
 - Individuals seeking the ITIL® Expert in IT Service Management for which this qualification is one of the prerequisite modules
 - Individuals seeking progress towards the ITIL® Master in IT Service Management for which the ITIL® Expert is a prerequisite

Note:

The success in achieving this certification is highly dependent upon participants' effort in doing their homework, and self-study before and during the program. Therefore, it is highly recommended that course participants purchase the appropriate ITIL® V3 OGC publication to enable them proper review, study and preparation.

Prerequisites

Course candidates must already hold the ITIL® Foundation Certificate in IT Service Management (the V3 Foundation or V2 Foundation plus Bridge Certificate) which shall be presented as documentary evidence to gain admission. Additionally, to be eligible for the ITIL® Intermediate: Continual Service Improvement Qualification, candidates shall fulfill the following requirements:

- At least 21 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an accredited e-learning solution) for this syllabus, as part of a formal, approved training course/scheme
- There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable
- It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and the appropriate publication in preparation for the examination

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Content and Objectives

Through a series of lectures designed at achieving a clear understanding of the ITIL® Best Practice lifecycle approach and through various exercises, assignments and discussions, participants can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Introduction to Continual Service Improvement
- Continual Service Improvement Principles
- Continual Service Improvement Process
- Continual Service Improvement Methods and Techniques
- Organization for Continual Service Improvement
- Technology for Continual Service Improvement
- Implementation Considerations
- Critical success factors and risks

Following the completion of this program, program participants will know:

- The importance of Service Management as a Practice
- Concept and Continual Service Improvement Principals, Purpose and Objective
- How all processes in ITIL® Continual Service Improvement interact with other Service Lifecycle Processes
- The sub-processes, activities, methods and functions used in each of the ITIL® Continual Service Improvement processes
- The roles and responsibilities within ITIL® Continual Service Improvement and the activities and functions to achieve Service Improvement excellence
- Technology and implementation considerations surrounding ITIL® Continual Service Improvement
- Challenges, Critical Success Factors and Risks associated to ITIL® Continual Service Improvement

The program will cover the following modules:

Introduction

This unit introduces the candidate to concepts and terminology in the field of Continual Service Improvement. Specifically, after completion of this module candidates will be expected to understand and describe:

- the purpose and objectives of Continual Service Improvement
- the scope of Continual Service Improvement
- the approach to Continual Service Improvement
- the interfaces with other ITIL® Lifecycle stages

Continual Service Improvement Principles

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This unit will cover general approach and identifies the key elements within Continual Service Improvement. To meet the learning outcomes and examination level of difficulty, the candidates must be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- how the success of CSI depends upon an understanding of change upon an organization
- how CSI drives the adoption of, and is influenced by, Service Level Management
- how the Deming Cycle is critical to both the implementation and application of CSI
- how CSI can make effective use of the various aspects of Service Measurement
- how Knowledge Management is a mainstay of any improvement initiative
- how CSI can make effective use of internal and external Benchmarks
- how CSI can be used to ensure good governance where goals are aligned and good management is achieved
- how frameworks, models, standards and quality systems fully support the concepts embodied in CSI

Continual Service Improvement Process

This unit covers in detail the ITIL® processes primarily covered in the Continual Service Improvement stage, and the relevant activities relating to other ITIL® processes. To meet the learning outcomes and examination level of difficulty, the candidates must be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide, or analyze:

- the 7-step improvement process. Specifically, the candidate will be able to articulate what is being done at every step and where the information is actually found
- how CSI integrates with the other stages in the Service Lifecycle
- Service Reporting and articulate reporting policies and rules
- Service Measurement Specifically, the candidate will be able to describe targets, and describe, use and interpret metrics and reports
- the importance of properly defining metrics and measurements
- the concept of Return on Investment for CSI. Specifically, the candidate will be able to demonstrate how to create a return on investment, establish a business case and measure the benefits achieved
- the various Business questions for CSI
- the relationship between CSI and Service Level Management

Continual Service Improvement Methods and Techniques

This unit will provide detailed coverage of the activities primarily used to deliver Continual Service Improvement phase. Specifically, after completing this module, candidates will be able to apply available methods and techniques, select appropriate techniques for circumstances, justify recommendations and application of those techniques including:

- what to assess and when to use Assessments
- how a gap analysis can provide insight into the areas that have room for improvement
- Benchmarking
- the Measuring and Reporting frameworks such as the Balance Scorecard and the SWOT analysis
- the Deming Cycle and its uses for service improvement

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- the relationships and interfaces between CSI and the other service management processes
- how availability management techniques such as CFIA, FTA, PSA, TO and the expanded Incident Lifecycle can be used by CSI
- how capacity management techniques such as business, service and component capacity management, workload and demand management
- the iterative activities of capacity management can be used by CSI
- how CSI needs to take IT Service Continuity Management requirements into consideration and how CSI can use Risk Management to identify areas for improvement
- Problem management supports the activities of CSI

Organization for Continual Service Improvement

This unit covers the roles and responsibilities appropriate within Continual Service Improvement and the Continual Service Improvement focused processes as well as related organizational structures and their applicability to different circumstances. The program will enable to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze the nature of the activities and the skills required for the 7-step improvement process. Additionally, candidates will get familiar with the responsibilities, skills and competencies for:

- Service Manager
- CSI Manager
- Service Owner
- how authority matrices (RACI) can very used when defining communication procedures in the CSI process

Technology for Continual Service Improvement

This unit covers the appropriate technology and tools to support the Continual Service Improvement processes and activities; it will enable candidates to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- how the following tools can be used to assist some or all of the activities of the Continual Service Improvement process
- IT service management suites
- System and network management
- Event management
- Automated Incident/Problem resolution
- Performance Management
- Statistical Analysis tools
- Project and Portfolio Management
- Financial management
- Business Intelligence reporting

Implementing Continual Service Improvement

This unit covers the key considerations in implementing CSI. It should enable candidates to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

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- where to start
- the role of Governance to CSI
- the effect of Organizational Change for CSI
- a Communications strategy and Plan

Critical success factors and risks

This unit addresses the positive and negative factors affecting the Continual Service Improvement process as well of the effect of CSI upon the organization. Candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- the effects on an organization of the challenges facing Continual Service Improvement
- the appropriate critical success factors for Continual Service Improvement
- the potential impact if the risks associated with implementing CSI
- the potential value to business, benefits and costs

Summary, Exam Preparation and Directed Studies

This module summarizes the material covered in the previous modules and prepares candidates for the examination through the review and practice of a mock examination. The Examination is comprised of eight (8) multiple choice, scenario-based, gradient scored questions. The standard duration of the exam is Maximum 90 minutes.

Program Material

This training program includes the following as reference documentation:

- Program slide presentation
- Syllabus document
- ITIL® V3 acronyms and glossary
- Sample examination questions and answers

Simulation and practical application

We provide the students with real life experiences; we use the client organization as “Case study” example for the purpose of discussion to show the value of using best practice. We integrate group exercises and sample exam questions to simulate and practice the subject matter.

ITIL® V3 Service Offerings and Agreements (SOA) Certification Program - 5 Days

Program Overview

ITIL® is a set of best practices guidance that has become a worldwide-adopted framework for Information Technology Services Management (ITSM) by many Public & Private Organizations. Since early 1990, ITIL® has been evolving from focusing on Functions and Processes under versions 1 and 2 to focusing on the Full Service Lifecycle Management under version 3.

In addition to the existing benefits of aligning IT goals and objectives with the business, improving quality and reducing cost of operation; ITSM and ITIL® V3 now emphasizes the following areas:

- Assist in transforming IT Service Management onto a strategic business asset
- Assist in defining and managing the complete lifecycle of IT Service Management Process
- Provide guidance on the development of Services Strategy, the development of Service Design, the Transition of Services from current to desired state, the Implementation and the Continuous improvement of the those Services

This exam-preparatory course provides comprehensive coverage of SOA concepts within the IT Infrastructure Library (ITIL) V3. Through lectures and practice exam questions participants explore the concepts of good practice in IT Service Management based on the ITIL® V3 Framework.

The ITIL® Intermediate Qualification: Service Offerings and Agreements (SOA) Certificate, although a standalone qualification, yet is also part of the ITIL® Intermediate Capability stream, and one of the modules that leads to the ITIL® Expert in IT Service Management Certificate.

The ITIL® Certificate in Service Offerings and Agreements is intended to enable the course participants to apply the ITIL® best practices during the Service Management Lifecycle.

The course approach combines theoretical and hands-on knowledge transfer, including individual and group practical exercises.

Note:

The success in achieving this certification is highly dependent upon participants' effort in doing their homework, and self-study before and during the program. Therefore, it is highly recommended that course participants purchase the appropriate OGC publication to complete at a minimum 12 hours of personal study by reviewing the syllabus and the pertinent areas of the ITIL® Service Management Practice core guidance, in particular Service Strategy and Service, Service Design and Service Transition publications.

ITIL®, COBIT®, ISO/IEC20000, Certification Programs

Duration

This program is offered over a 5-day period where it combines theoretical and hands-on knowledge transfer, including individual and group practical exercises. The Minimum number of students per session is 6 where the maximum is 18.

- This Five (5) days classroom training course with examination held on the afternoon of the 5th day is accredited by both LCS and EXIN examinations institutes.
- The course includes approximately 30 hours of student-instructor interaction, a sample and a formal examination.
- The format of the examination consists of a closed book paper of 8 multiple choice complex questions, to be answered within 90 minutes. (Candidates sitting the examination in English and who do not have English as their first language will be allowed additional 30 minutes to allow use of a dictionary). The pass mark will be 70% or more – 28 or more correct answers.

Delivery Methods

- Instructor led Classroom based
- Virtual Web based

Audience

The target group of the ITIL® Expert Qualification Service Offering and Agreement is:

- Individuals who require a deep understanding of ITSM/ITIL® Service Offerings and Agreement processes and how it may be used to enhance the quality of IT service support within an organization.
- IT professionals that are working within an organization that has adopted and adapted ITIL® who need to contribute to an ongoing service improvement program
- Operational staff involved in Service Portfolio Management; Service Catalogue Management; Service Level Management; Demand Management; Supplier Management; Financial Management and Business Relationship Management who wish to enhance their role-based capabilities.
- This may include but is not limited to, IT professionals, business managers and business process owners.

Prerequisites

- Individuals who have attained and have a proof of one of the following certifications:
 - V3 ITIL® Foundation certificate in Service Management; OR
 - V2 Foundation plus the V3 Foundation Bridge certificate;

It is also strongly recommended that course participants:

- Possess 2 to 4 years professional experience working in IT Service Management
- Have exposure working in the service management capacity within a service provider environment, with responsibility emphasizing on at least one of the following management processes:
 - Service Portfolio Management
 - Service Catalogue Management

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- Service Level Management
- Demand Management
- Supplier Management
- Financial Management

Content and Objectives

Through a series of lectures designed at achieving a clear understanding of the ITIL® Best Practice lifecycle approach and through various exercises, assignments and discussions, participants will gain the necessary knowledge enabling them to capture:

- Service Management as a Practice
- Processes across the Service Lifecycle pertaining to the Service Offerings and Agreement curriculum, such as:
 - Service Portfolio Management which provides documentation for services and prospective services in business terms
 - Service Catalogue Management which is concerned with the production and documentation of the Service Catalogue from a business and a technical viewpoint
 - Service Level Management which sets up a Service Level Agreement (SLA) structure and ensures that all SLAs have an underpinning support structure in place
 - Demand Management which identifies Patterns of Business Activity to enable the appropriate strategy to be implemented
 - Supplier Management which ensures all partners and suppliers are managed in the appropriate way and includes contract management
 - Financial Management which includes ensuring understanding of the service value and the management of all financial considerations
 - Business Relationship Managers who have responsibility to represent customers and ensure the Service Catalogue and Portfolio have the right needs
 - Operational activities of processes covered in other Lifecycle phases such as Incident and Change Management

In addition, candidates will gain an understanding and the ability to describe:

- the concept of Service Management as a practice
- the concept of Service, its value proposition and composition
- the functions and processes across the Lifecycle
- how service management processes are defined, and how they can be applied across the Service Lifecycle with different perspective
- how Service Management creates business value
- scope of the SOA, its value to the business and how the SOA processes interact with processes within other Lifecycle stages.

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The program will cover the following modules:

Introduction

This module introduces the candidate to the concepts and terminology of the Service Lifecycle and the role of SOA within the Lifecycle, where the course participants will have the ability to capture, understand and describe:

- the concept of Service Management as a practice
- the concept of Service, its value proposition and composition
- the functions and process across the Lifecycle
- the role of Processes in the Service Lifecycle
- how Service Management creates business value
- how the processes within the Service Offerings and Agreement curriculum supports the Service Lifecycle

Service Portfolio Management

This module covers the Service Portfolio Management (SPM) process, its components and deliverables, where the candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- the Service Portfolio and illustrate its relationship with the Service Catalogue and Service Pipeline
- how a Service Portfolio describes a provider's service and how it relates the business service with the IT service.
- the Service Portfolio Management methods

Service Catalogue Management

This module covers the Service Catalogue Management process and how it is integrated with the Service Portfolio, where the candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- the purpose, goal and objectives of the process
- the scope of the process
- the interface to the Service Portfolio
- the difference between a Business and a Technical Service Catalogue
- the importance of the Service Catalogue to the Service Lifecycle and the business
- its policies, principles and basic concepts
- the use of key metrics, challenges, critical success factors and risks associated with the process
- the process including the utilization of the Service Catalogue by other processes and functions
- produce a Service Catalogue

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Service Level Management

This module covers the Service Level Management process and deliverables, where the candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- the purpose, goal and objectives of the SLM
- the scope of the SLM
- the importance of the process to the Service Lifecycle and how its generate business value
- the principles and basic concepts
- the main activities, methods and techniques of this process and how it relates to the Service Lifecycle. This includes the SLA structures and determining Service Level Requirements
- the process deliverables
- monitoring of service performance against SLAs
- the use of key metrics, challenges, critical success factors and risks associated with the process
- the contents of SLAs, OLAs and review meetings
- the interfaces to other processes and functions

Demand Management

This module covers the Demand Management process and how it contributes to Service Offerings and Agreements, where the candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- the basic concepts of the process
- activity based Demand Management and business activity patterns
- the interfaces to Service Portfolio
- Managing demand for Service

Supplier Management

This module covers the use of the Supplier Management process and the interfaces and dependencies of the process, where the candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- the purpose, goal and objectives of the process
- the scope of the process
- the importance of the process to the Service Lifecycle and how they generate business value
- the principles and basic concepts
- the main activities, methods and techniques of this process and how it relates to the Service Lifecycle including evaluation of new suppliers
- the use of Supplier Categorization and maintenance of the Supplier Database
- the use of key metrics, challenges, critical success factors and risks associated with the process
- the inputs and outputs of the process

Financial Management

ITIL®, COBIT®, ISO/IEC20000, Certification Programs

This module covers how Financial Management contributes to the Service Lifecycle Operation and the basic principles of Service Economics, where the candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- the purpose, goal and objectives of the process
- the scope of the process
- the concepts of Service Valuation
- the importance of the process to the Service Lifecycle and how they generate business value
- the various aspects of the process and the basic concepts - funding, accounting and chargeback
- Return on Investment and the business case
- the main activities, methods and techniques that enable this processes and how it relates to the Service Lifecycle
- Design and Implement a Financial Management process

Business Relationship Manager

This module covers the role of Business Relationship Manager, where the candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- the role of Business Relationship Managers

Service Offerings and Agreement Roles and Responsibilities

This module covers how Service roles and responsibilities contribute to Service Offerings and Agreement, where the candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- key roles and responsibilities of the Service Catalogue Manager
- key roles and responsibilities of the Service Level Manager
- key roles and responsibilities pertaining to the Supplier Manager

Technology and Implementation Considerations

This module covers technology implementation as part of implementing service management process capabilities, and what special technology functions and features are related to Service Offerings and Agreement practices, where the candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:.

- the generic requirements for technology to assist Service Offerings and Agreements
- the evaluation criteria for technology and tooling for process implementation
- the good practices for practice and process implementation
- the challenges, Critical Success Factors and risks related to implementing practices and processes
- how to plan and implement Service Management technologies.

Summary, Exam Preparation and Directed Studies

This module summarizes the material covered in the previous modules and prepares candidates for the examination through the review and practice of a mock examination. The Examination is

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comprised of eight (8) multiple choice, scenario-based, gradient scored questions. The standard duration of the exam is Maximum 90 minutes.

Program Material

This training program includes the following as reference documentation:

- Program slide presentation
- Syllabus Document
- ITIL® V3 acronyms and glossary
- Sample examination questions and answers

Simulation and practical application

We provide the students with real life experiences; we use the client organization as “Case study” example for the purpose of discussion to show the value of using best practice. We integrate group exercises and sample exam questions to simulate and practice the subject matter.

ITIL® V3 Release, Control and Validation (RCV) Certification Program - 5 Days

Program Overview

ITIL® is a set of best practices guidance that has become a worldwide-adopted framework for Information Technology Services Management (ITSM) by many Public & Private Organizations. Since early 1990, ITIL® has been evolving from focusing on Functions and Processes under versions 1 and 2 to focusing on the Full Service Lifecycle Management under version 3.

In addition to the existing benefits of aligning IT goals and objectives with the business, improving quality and reducing cost of operation; ITSM and ITIL® V3 now emphasizes the following areas:

- Assist in transforming IT Service Management onto a strategic business asset
- Assist in defining and managing the complete lifecycle of IT Service Management Process
- Provide guidance on the development of Services Strategy, the development of Service Design, the Transition of Services from current to desired state, the Implementation and the Continuous improvement of the those Services

This exam-preparatory course provides comprehensive coverage of RCV concepts within the IT Infrastructure Library (ITIL) V3. Through lectures and practice exam questions participants explore the concepts of good practice in IT Service Management based on the ITIL® V3 Framework.

The ITIL Intermediate Qualification: Release Control and Validation (RCV) Certificate, although a standalone qualification, yet is also part of the ITIL Intermediate Capability stream, and one of the modules that leads to the ITIL Expert in IT Service Management Certificate.

The course approach combines theoretical and hands-on knowledge transfer, including individual and group practical exercises.

Note:

The success in achieving this certification is highly dependent upon participants' effort in doing their homework, and self-study before and during the program. Therefore, it is highly recommended that:

- The exam is scheduled one week to maximum two weeks after the training to allow sufficient time for preparation.
- Course participants purchase the appropriate OGC publication to complete at a minimum 12 hours of personal study by reviewing the syllabus and the pertinent areas of the ITIL Service Management Practice core guidance, in particular Service Strategy and Service, Service Design and Service Transition publications

Duration

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This program is offered over a 5-day period where it combines theoretical and hands-on knowledge transfer, including individual and group practical exercises. The Minimum number of students per session is 6 where the maximum is 18.

- This five (5) classroom training course with examination held on the afternoon of the 5th day is accredited by both LCS and EXIN examinations institutes.
- The course includes approximately 30 hours of student-instructor interaction, a sample and a formal examination.
- The format of the examination consists of a closed book paper of 8 multiple choice complex questions, to be answered within 90 minutes. (Candidates sitting the examination in English and who do not have English as their first language will be allowed additional 30 minutes to allow use of a dictionary). The pass mark will be 70% or more – 28 or more correct answers.

Delivery Methods

- Instructor led Classroom based
- Virtual Web based

Audience

The target group of the ITIL Expert Qualification Release Control and Validation (RCV) is:

- Individuals who have attained the V3 ITIL Foundation certificate in Service Management, or the V2 Foundation plus the V3 Foundation Bridge certificate and who wish to advance to higher level ITIL certifications
- Individuals who require a deep understanding of ITIL Certificate in Release, Control and Validation processes and how it may be used to enhance the quality of IT service support within an organization
- IT professionals that are working within an organization that has adopted and adapted ITIL who need to be informed about and thereafter contribute to an ongoing service improvement program
- Operational staff involved in Change Management, Release and Deployment Management, Service Validation and Testing, Service Asset and Configuration Management, Request Fulfillment, Service Evaluation and Knowledge Management, who wish to enhance their role based capabilities.
- This may include but is not limited to, IT professionals, business managers and business process owners.

Prerequisites

- Individuals who have attained and have a proof of one of the following certifications:
 - V3 ITIL Foundation certificate in Service Management; OR
 - V2 Foundation plus the V3 Foundation Bridge certificate;
- At least 30 contact hours of study with an accredited training provider or accredited e-learning provider for this syllabus, as part of a formal, approved training course/scheme.

It is also strongly recommended that course participants:

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- Demonstrate familiarity with IT terminology and understand the context of Release, Control and Validation management in their own business environment
- Have some experience of working in a service management capacity within a service provider environment, with responsibility relating to at least one of the following service management processes:
 - Change management
 - Release management
 - Configuration management
 - Service evaluation and quality assurance
 - Knowledge management
 - Service validation and testing
- It is strongly recommended that candidates read the ITIL Service Lifecycle core publications in advance of attending training for the certification, and in particular the Service Transition and Service Operation books.

Content and Objectives

Through a series of lectures designed at achieving a clear understanding of the ITIL Best Practice lifecycle approach and through various exercises, assignments and discussions, participants will gain the necessary knowledge enabling them to capture:

- Service Management as a Practice
- Processes across the Service Lifecycle pertaining to the capability of Release, Control and Validation management
- Change management as a capability to realise successful service transition
- Service validation and testing as a capability to assure the integrity and the quality of service transition
- Service asset and configuration management as a capability to monitor the state of service transition
- Knowledge management as part of enhancing the on-going management decision support and service delivery capability
- Service request fulfillment and evaluation to assure meeting committed service level performance
- Release Control and Validation process roles and responsibilities
- Technology and Implementation Considerations
- Challenges, Critical Success Factors and risks

The program will cover the following modules:

Introduction

This module introduces the candidate to the concepts and terminology of the Service Lifecycle and the role of RCV within the Lifecycle, where the course participants will have the ability to capture, understand and describe:

- the concept of Service Management as a practice
- the concept of Service, its value proposition and composition
- the functions and process across the Lifecycle
- the role of Processes in the Service Lifecycle
- how Service Management creates business value
- how the processes within the Release, Control and Validation curriculum supports the Service Lifecycle

Change Management

This module covers the change management process, its components and deliverables, where the candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- the purpose, goal and objectives of the change management process and describe its practical application within a business environment
- the scope of the change management process
- the business value of change management and demonstrate some practical examples in real-life situation
- change management policies, and its design and planning considerations
- types of change request and describe them using examples by Service Lifecycle stage
- typical activities of managing changes and describe workflow of processing different types of change requests
- the methods and techniques associated with each major change management activity
- the change management process triggers, inputs, outputs and interfaces with other processes
- how change management can be effectively measured, and list example of types of metrics and their applications
- typical change management activities that may be performed on a day-to-day basis during the Service Operation Lifecycle stage
- the relationship between Continual Service Improvement and organizational change

Service Asset and Configuration Management

This module covers the Service Asset and Configuration Management (SACM) process, its components and deliverables, where the candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- the purpose of the SACM process and the goal of configuration management
- the scope of asset management and configuration management

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- the business value of SACM process and how it supports the execution of other processes
- the SACM policies and basic concepts, and be able to distinguish various types of Configuration Item (CI)
- the use of a configuration management system (CMS), and its major components, in supporting the effective execution of SACM process
- the key SACM process activities of SACM, and describe the tools, activity model and deliverables for executing each of these key activities
- the considerations for retaining CMS back-up and historical data for business purposes
- how the SACM process can be effectively measured, and list example of types of metric and their application
- typical configuration management activities that may be performed on a day to day basis by Service Operation.

Service Validation and Testing

This module covers the Service Validation and Testing (SVT) process, its components and deliverables where the candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- the purpose, goal and objectives of the SVT process
- the scope of the SVT process
- how policies can drive and support the execution of the SVT process, and describe practical examples of such policies
- various test models, understand their objectives and test conditions
- examples of validation condition
- various validation and testing perspectives, understand each of their purposes and the stakeholder groups' requirements to be addressed
- the use of test levels and test models to help with building quality service deliverables during the early stage of the service development Lifecycle
- the key activities of the SVT process, and understand the underlying method and techniques in performing each step
- the SVT process triggers, inputs, outputs and interfaces with other processes
- the practices of maintaining test data and test environments in respect of changing test requirements
- how the SVT processes can be measured in terms of business value contribution and internal efficiency, and list examples of possible metrics

Release and Deployment Management

This module covers the Release and Deployment Management (RDM) process, its components and deliverables where the candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- the purpose, goal, objectives and scope of the RDM process
- the business value of the RDM process

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- the concept of Release Unit, and distinguish and apply various Release Design options and considerations
- the overall approach for release and deployment planning. Describe clear planning considerations such as pass/fail criteria. Release build and test, pilots, deployment, logistics, delivery and financial
- the approach for developing the detailed implementation plan for release deployment
- the key steps for performing the actual transfer, deployment and retirement, verifying deployment and providing Early Life support after deploying the new release
- the RDM process triggers, inputs, outputs and interfaces with other processes
- how information pertaining to service deployment should be recorded and maintained
- the challenges, risks and critical success factors pertaining to release and deployment management

Request Fulfillment

This module covers the Request Fulfillment process, its components and deliverables where the candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- the purpose and scope of the request fulfillment process
- how Request Fulfillment may help to establish a self-help service practice within an organization. Demonstrate examples of service requests that can be offered as standard services
- the difference between Request Fulfillment and Incident Management and therefore how they may be handled differently
- the relationship between Request Fulfillment and Release Management, and how they interact with SACM process to handle pre-defined release
- some of the challenges, risk and critical success factors pertaining to Request Fulfillment

Service Evaluation

This module covers the Service Evaluation process, its components and deliverables where the candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- the purpose, goal, objectives and scope of the service evaluation process
- the terminologies used for the service evaluation process and demonstrate typical evaluation workflow
- the intended effect and unintended effect of a change, and apply the factors for evaluating the effectiveness of a service design and changes
- the evaluation of predicted service performance and actual performance to risk management and demonstrate how it could impact the course of actions for the overall service design / change evaluation
- some of the challenges pertaining to Service Evaluation

Knowledge Management

This module covers the Knowledge Management (KM) process, its components and deliverables where the candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- the purpose, goal, objectives and scope of the KM process
- the business value of the KM process, especially in the context of service transition, and demonstrate the benefits of deploying a Service Knowledge Management System using real-life examples
- the basic layers of the KM concept using the DIKW structure, demonstrate relationships between the layers using examples
- what constitutes an effective KM strategy, and apply practical techniques for enabling knowledge transfer
- effective data and information management for successful knowledge management, and describe its key steps
- the stakeholder groups within the IT service management organization whose support is needed for effective knowledge management, and understand why their commitment and support are critical
- various perspectives in measuring the value contribution of KM, and describe some practical metrics for each of these perspectives
- the relationship between Continual Service Improvement and knowledge management

Service Release, Control and Validation Roles and Responsibilities

This module covers how Service roles and responsibilities contribute to Service Release, Control and Validation. Specifically, based on a given service scenario where the candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- the key roles / functions responsible for executing each process step as related to:
 - Change Management
 - Service Asset and Configuration Management
 - Service Validation and Testing
 - Release and Deployment
 - Request Fulfillment
 - Service Performance and Risk Evaluation
 - Service Knowledge Management

Technology and Implementation Considerations

ITIL®, COBIT®, ISO/IEC20000, Certification Programs

This module covers technology implementation as part of implementing service management process capabilities, and what special technology functions and features are related to Release, Control and Validation practices; where the candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- the list of generic requirements for ITSM technology for implementing processes
- the evaluation criteria for technology and tooling for process implementation
- the practices for process implementation which include:
 - Managing change in operations
 - Service operation and project management
 - Assessing and managing risk in service operation
 - Operational staff in service design and transition
- the challenges, critical success factors and risks related to implementing practices and processes
- how to plan and implement Service Management technologies
- the technology considerations for implementing the following processes and activities:
 - Collaboration for process execution
 - Configuration Management
 - Knowledge Management
- the Deming Cycle and apply its concept to perform self-monitoring and self-improving for all processes on a continual basis

Summary, Exam Preparation and Directed Studies

This module summarizes the material covered in the previous modules and prepares candidates for the examination through the review and practice of a mock examination. The Examination is comprised of eight (8) multiple choice, scenario-based, gradient scored questions. The standard duration of the exam is Maximum 90 minutes.

Program Material

The ITIL V3 Service Offering and Agreement program includes the following program material:

- Program slide presentation
- Syllabus document
- Sample examination questions and answers
- ITIL acronyms and glossary

Simulation and practical application

We provide the students with real life experiences; we use the client organization as “Case study” example for the purpose of discussion to show the value of using best practice. We integrate group exercises and sample exam questions to simulate and practice the subject matter.

ITIL® V3 Operational Support and Analysis (OSA) Certification Program - 5 Days

Program Overview

ITIL® is a set of best practices guidance that has become a worldwide-adopted framework for Information Technology Services Management (ITSM) by many Public & Private Organizations. Since early 1990, ITIL® has been evolving from focusing on Functions and Processes under versions 1 and 2 to focusing on the Full Service Lifecycle Management under version 3.

In addition to the existing benefits of aligning IT goals and objectives with the business, improving quality and reducing cost of operation; ITSM and ITIL® V3 now emphasizes the following areas:

- Assist in transforming IT Service Management onto a strategic business asset
- Assist in defining and managing the complete lifecycle of IT Service Management Process
- Provide guidance on the development of Services Strategy, the development of Service Design, the Transition of Services from current to desired state, the Implementation and the Continuous improvement of the those Services

This exam-preparatory course provides comprehensive coverage of OSA concepts within the IT Infrastructure Library (ITIL) V3. Through lectures and practice exam questions participants explore the concepts of good practice in IT Service Management based on the ITIL® V3 Framework.

The ITIL Intermediate Qualification: Operational Support and Analysis (OSA) Certificate, although a standalone qualification, yet is also part of the ITIL Intermediate Capability stream, and one of the modules that leads to the ITIL Expert in IT Service Management Certificate.

The ITIL Certificate in Operational Support and Analysis (OSA) is intended to enable the course participants to apply the ITIL best practices during the Service Management Lifecycle. This program is offered over a 5-day period and includes approximately 35 hours of student-instructor interaction; a 1.5 hours formal certification exam on the afternoon of the fifth day, or the following week. The Minimum number of students per session is 6 where the maximum is 18.

The course approach combines theoretical and hands-on knowledge transfer, including individual and group practical exercises.

Note:

The success in achieving this certification is highly dependent upon participants' effort in doing their homework, and self-study before and during the program. Therefore, it is highly recommended that:

- The exam is scheduled one week to maximum two weeks after the training to allow sufficient time for preparation.
- Course participants purchase the appropriate OGC publication to complete at a minimum 12 hours of personal study by reviewing the syllabus and the pertinent areas of the ITIL Service

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Management Practice core guidance, in particular Service Strategy and Service, Service Design and Service Transition publications

Duration

This program is offered over a 5-day period where it combines theoretical and hands-on knowledge transfer, including individual and group practical exercises. The Minimum number of students per session is 6 where the maximum is 18.

- This five (5) days classroom training course with examination held on the afternoon of the 5th day is accredited by both LCS and EXIN examinations institutes.
- The course includes approximately 30 hours of student-instructor interaction, a sample and a formal examination.
- The format of the examination consists of a closed book paper of 8 multiple choice complex questions, to be answered within 90 minutes. (Candidates sitting the examination in English and who do not have English as their first language will be allowed additional 30 minutes to allow use of a dictionary). The pass mark will be 70% or more – 28 or more correct answers.

Delivery Methods

- Instructor led Classroom based
- Virtual Web based

Audience

The target group of the ITIL Expert Qualification Operational Support and Analysis (OSA) is:

- Individuals who require a deep understanding of ITSM/ITIL Operational Support and Analysis processes and how it may be used to enhance the quality of IT service support within an organization
- IT professionals that are working within an organization that has adopted and adapted ITIL who need to contribute to an ongoing service improvement program
- Operational staff involved in Event Management Process, Incident Management Process, Request Fulfillment Process, Problem Management Process, Access Management Process, Service Desk, Technical Management, IT Operations Management and Application Management
- This may include but is not limited to, IT professionals, business managers and business process owners.

Prerequisites

- Individuals who have attained and have a proof of one of the following certifications:
 - V3 ITIL Foundation certificate in Service Management; OR
 - V2 Foundation plus the V3 Foundation Bridge certificate;
- At least 28 contact hours of study with an accredited training provider or accredited e-learning provider for this syllabus, as part of a formal, approved training course/scheme.

It is also strongly recommended that course participants:

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- Possess 2 to 4 years professional experience working in IT Service Management
- Have exposure working in the service management capacity within a service provider environment, with responsibility emphasizing on at least one of the following management processes:
 - Event Management Process
 - Incident Management Process
 - Request Fulfillment Process
 - Problem Management Process
 - Access Management Process
 - Service Desk
 - Technical Management
 - IT Operations Management
 - Application Management

Content and Objectives

Through a series of lectures designed at achieving a clear understanding of the ITIL Best Practice lifecycle approach and through various exercises, assignments and discussions, participants will gain the necessary knowledge enabling them to capture:

- Service Management as a Practice
- Service Operation Principals
- The Processes pertaining to Operational Support and Analysis across the Service Lifecycle
- Specific emphasis on the Service Operation Lifecycle processes and roles included in:
 - Event Management which defines any detectable or discernible occurrence that has significance for the management of the IT Infrastructure or the delivery of an IT service
 - Incident Management which has the capability to bring services back to normal operations as soon as possible, according to agreed service levels
 - Request Fulfillment which fulfils a request providing quick and effective access to standard
 - services which business staff can use to improve their productivity or the quality of business services and products
 - Problem Management which prevents problems and resulting Incidents from happening, to eliminate recurring Incidents and to minimize the impact of Incidents that cannot be prevented
 - Access Management which grants authorized users the right to use a service, while preventing access to non-authorized users
- Operational activities of processes covered in other Lifecycle phases such as:
 - Change Management
 - Service Asset and Configuration Management
 - Release and Deployment Management

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- Capacity Management
- Availability Management
- Knowledge Management
- Financial Management for IT Services, and
- IT Service Continuity Management
- Organizing for Service Operation which describe functions to be performed within the Service Operation and Support such as Service Desk, Technical Management, IT Operations Management and Application Management
- Service Operations and Support Service Operation roles and responsibilities
- Technology and Implementation Considerations
- Challenges, Critical Success Factors and risks

The program will cover the following modules:

Introduction

This module introduces the candidate to the concepts and terminology of the Service Lifecycle and the role of OSA within the Lifecycle, where the course participants will have the ability to capture, understand and describe:

- the concept of Service Management as a practice
- the concept of Service, its value proposition and composition
- the functions and process across the Lifecycle
- the role of Processes in the Service Lifecycle
- how Service Management creates business value
- how the processes within the Service Offerings and Agreement curriculum supports the Service Lifecycle

Event Management

This module covers the Event Management process and how it contributes to Service Operation and Analysis, where the candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:.

- the purpose, goal and objectives of the Event Management process
- the scope of the process
- the value to business and to the Service Lifecycle
- the policies, principles and basic concepts
- the process activities, methods and techniques that enable this process and how it relates to the Service Lifecycle
- the triggers, inputs and outputs and the process interfaces
- the Event Management involvement in Information Management
- how metrics can be used to check effectiveness and efficiency of the Event Management process
- the challenges, Critical Success Factors and risks associated with the Event Management process
- how to design for Event Management

Incident Management

This module covers the Incident Management process and how it contributes to Service Operation and Analysis, where the candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- the purpose, goal and objectives of the Incident Management process
- the scope of the process
- the value to business and to the Service Lifecycle
- the policies, principles and all basic concepts
- the process activities, methods and techniques and how they relate to the Service Lifecycle
- the triggers, inputs and outputs and the process interfaces
- the Incident Management involvement in Information Management
- how metrics can be used to check effectiveness and efficiency of the Incident Management process
- the challenges, Critical Success Factors and risks associated with the Incident Management process.

Request Fulfillment

This module covers the Request Fulfillment process and how it contributes to Service Operation and Analysis where the candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- the purpose, goal and objectives of the Request Fulfillment process
- the scope of the process
- the value to business and to the Service Lifecycle
- the policies, principles and the request model concept
- the process activities, methods and techniques and how they relate to the Service Lifecycle
- the triggers, inputs and outputs and the process interfaces
- the Request Fulfillment involvement in Information Management
- how metrics can be used to check effectiveness and efficiency of the Request Fulfillment process
- the challenges, Critical Success Factors and risks associated with the Request Fulfillment process

Problem Management

This module covers the Problem Management process and how it contributes to Service Operation and Analysis, where the candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- the purpose, goal and objectives of the Problem Management process
- the scope of the process
- the value to business and Service Lifecycle
- understanding of the policies, principles and the problem model concept
- the process activities, methods and techniques and how they relate to the Service Lifecycle

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- the triggers, inputs and outputs and the process interfaces
- the Problem Management involvement in Information Management
- how metrics can be used to check effectiveness and efficiency of the Problem Management process
- the challenges, Critical Success Factors and risks associated with the Problem Management process

Access Management

This module covers Access Management and how it contributes to Service Operation and Analysis, where the candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- the purpose, goal and objectives of the Access Management process
- the scope of the process
- the value to business and Service Lifecycle
- the policies, principles and basic concepts
- the process activities, methods and techniques and how they relate with the Service Lifecycle
- the triggers, inputs and outputs and the process interfaces
- the Access Management involvement in Information Management
- how metrics can be used to check effectiveness and efficiency of the Access Management process
- the challenges, Critical Success Factors and risks associated with the Access Management process.

Service Desk

This module covers the Service Desk and how it contributes to Service Operation and Analysis, where the candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- the Service Desk role
- the Service Desk objectives
- the different Service Desk organizational structures
- the different Service Desk staffing options
- the different Service Desk metrics that can be used to measure its effectiveness and efficiency
- the issues and safeguards to consider when Outsourcing the Service Desk

Functions

- This module covers the Service Operation Functions of Technical Management, IT Operations Management, and Applications Management and how they contribute to Operational Support and Analysis, where the candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

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- the roles of each function, their objectives and activities

Technology and Implementation considerations

This module covers technology implementation as part of implementing service management process capabilities. It also covers the special technology functions and features that are related to Service Operation and Analysis practices, where the candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- the generic requirements for technology to support process capability
- the evaluation criteria for technology and tools for process implementation
- the project, risk and staffing practices for process implementation
- the challenges, Critical Success Factors and risks related to implementing practices and processes
- how to plan and implement Service Management technologies

Summary, Exam Preparation and Directed Studies

This module summarizes the material covered in the previous modules and prepares candidates for the examination through the review and practice of a mock examination. The Examination is comprised of eight (8) multiple choice, scenario-based, gradient scored questions. The standard duration of the exam is Maximum 90 minutes.

Program Material

The ITIL V3 Service Offering and Agreement program includes the following program material:

- Program slide presentation
- Syllabus document
- Sample examination questions and answers
- ITIL acronyms and glossary

Simulation and practical application

We provide the students with real life experiences; we use the client organization as “Case study” example for the purpose of discussion to show the value of using best practice. We integrate group exercises and sample exam questions to simulate and practice the subject matter.

ITIL® V3 Planning, Protection and Optimization (PPO) Certification Program - 5 Days

Program Overview

ITIL® is a set of best practices guidance that has become a worldwide-adopted framework for Information Technology Services Management (ITSM) by many Public & Private Organizations. Since early 1990, ITIL® has been evolving from focusing on Functions and Processes under versions 1 and 2 to focusing on the Full Service Lifecycle Management under version 3.

In addition to the existing benefits of aligning IT goals and objectives with the business, improving quality and reducing cost of operation; ITSM and ITIL® V3 now emphasizes the following areas:

- Assist in transforming IT Service Management onto a strategic business asset
- Assist in defining and managing the complete lifecycle of IT Service Management Process
- Provide guidance on the development of Services Strategy, the development of Service Design, the Transition of Services from current to desired state, the Implementation and the Continuous improvement of the those Services

This exam-preparatory course provides comprehensive coverage of PPO concepts within the IT Infrastructure Library (ITIL) V3. Through lectures and practice exam questions participants explore the concepts of good practice in IT Service Management based on the ITIL® V3 Framework.

The ITIL® Intermediate Qualification: Planning, Protection and Optimization (PPO) Certificate is a free-standing qualification, but is also part of the ITIL® Intermediate Capability stream, and one of the modules that leads to the ITIL® Expert in IT Service Management. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in service management and design as documented in the ITIL® Planning, Protection and Optimization publication.

Duration

This program is offered over a 5-day period where it combines theoretical and hands-on knowledge transfer, including individual and group practical exercises. The Minimum number of students per session is 6 where the maximum is 18.

- This five (5) days classroom training course with examination held on the afternoon of the 5th day is accredited by both LCS and EXIN examinations institutes.
- The course includes approximately 30 hours of student-instructor interaction, a sample and a formal examination.
- The format of the examination consists of a closed book paper of 8 multiple choice complex questions, to be answered within 90 minutes. (Candidates sitting the examination in English and who do not have English as their first language will be allowed additional 30 minutes to allow use of a dictionary). The pass mark will be 70% or more – 28 or more correct answers.

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Delivery Methods

- Instructor led Classroom based
- Virtual Web based

Audience

- The audience for the ITIL® Intermediate Qualification: Planning, Protection and Optimization Certificate includes, but is not restricted to CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers and ITSM trainers involved in the ongoing management, coordination and integration of Planning, Protection and Optimization activities within the Service Lifecycle.
- The course covers the management and control of the activities and techniques within the Planning, Protection and Optimization stage, but not the detail of each of the supporting processes. This course may also be of interest to:
 - Individuals who have attained the V3 ITIL® Foundation certificate in Service Management, or the V3 Foundation Bridge certificate and who wish to advance to higher level ITIL® certifications.
 - Individuals who require a deep understanding of ITIL® Certificate in the Planning, Protection and Optimization processes and how it may be used to enhance the quality of IT service support within an organization.
 - IT professionals that are working within an organization that has adopted and adapted ITIL® who need to be informed about and thereafter contribute to an ongoing service improvement program
 - Operational staff involved in Capacity Management, Availability Management, ITSCM, Information Security Management, Demand Management, Risk Management, who wish to enhance their role-based capabilities.
 - Individuals seeking the ITIL® Expert certification in IT Service Management for which this qualification is one of the prerequisite modules
 - Individuals seeking progress towards the ITIL® Master in IT Service Management for which the ITIL® Expert is a prerequisite

Note:

The success in achieving this certification is highly dependent upon participants' effort in doing their homework, and self-study before and during the program. Therefore, it is highly recommended that course participants purchase the appropriate OGC publication to complete at a minimum 12 hours of personal study by reviewing the syllabus and the pertinent areas of the ITIL® Service Management Practice core guidance.

Prerequisites

- Individuals who have attained and have a proof of one of the following certifications:
 - V3 ITIL Foundation certificate in Service Management; OR
 - V2 Foundation plus the V3 Foundation Bridge certificate;
- At least 28 contact hours of study with an accredited training provider or accredited e-learning provider for this syllabus, as part of a formal, approved training course/scheme.

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- Additionally, it is strongly recommended that candidates demonstrate familiarity with IT terminology and understand the context of Planning, Protection and Optimization management of their own business environment; and
- Have exposure working in the service management capacity within a service provider environment, with responsibility emphasizing on at least one of the following management processes:
 - Capacity Management Process
 - Availability Management Process
 - IT Service Continuity Management (ITSCM) Process
 - Information Security Management Process
 - Demand Management Process Challenges, Critical Success Factors and Risk Management For Service Planning, Protection and Optimization

Content and Objectives

Through a series of lectures designed at achieving a clear understanding of the ITIL® Best Practice lifecycle approach and through various exercises, assignments and discussions, participants can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Service Management as a Practice
- Processes across the Service Lifecycle pertaining to the practice elements within Planning, Protection and Optimization
- Capacity management as a capability to realize successful service design
- Availability management as a capability to realize successful service design
- IT Service Continuity Management as a capability to support overall Business Continuity Management
- Information security management as part of the overall corporate governance framework
- Roles and responsibilities
- Technology and Implementation Considerations
- Challenges, Critical Success Factors and risks

And specifically in the following key ITIL® process and role areas

- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management
- Demand Management

Following completion of this unit, the candidate should possess knowledge of:

- The importance of Service Management as a Practice concept and Service Operation Principles, Purpose and Objective
- The importance of ITIL® Planning, Protection and Optimization while providing service

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- How all processes in ITIL® Planning, Protection and Optimization interact with other Service Lifecycle Processes
- The processes, activities, methods and functions used in each of the ITIL® Planning, Protection and Optimization processes
- How to use the ITIL® Planning, Protection and Optimization processes, activities and functions to achieve operational excellence
- How to measure ITIL® Planning, Protection and Optimization
- The importance of IT Security and its contributions to ITIL® Planning, Protection and Optimization
- Understanding of technology and implementation considerations surrounding ITIL® Planning, Protection and Optimization Challenges, Critical Success Factors and Risks associated to ITIL® Planning, Protection and Optimization
- Challenges, Critical Success Factors and Risks associated to ITIL® Planning, Protection and Optimization

The program will cover the following modules:

Introduction

This unit introduces the candidate to the concepts and terminology of the Service Lifecycle and the role of PPO within the Lifecycle. It will enable the candidates to understand and describe:

- Service Management as a practice
- The concept of Service, its value proposition and composition
- The functions and process across the Lifecycle
- The role of the processes in the Service Lifecycle
- How Service Management creates business value
- How the processes within Planning, Protection and Optimization practices support the Service Lifecycle, including their roles and responsibilities

Capacity Management

This unit covers the Capacity Management process and how it contributes to Planning, Protection and Optimization. It will enable the candidates to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- The purpose, goal and objectives of Capacity Management
- The scope of Capacity Management
- The importance of Capacity Management as a process to generate business value
- Capacity Management policies, principles and basic concepts
- The main activities, methods and techniques that enable Capacity Management and how they relate to Planning, Protection and Optimization
- The triggers, inputs and outputs of Capacity Management and its interfaces with other processes
- How the key metrics can be used to demonstrate the efficiency and effectiveness of successful Capacity Management

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Availability Management

This unit covers the Availability Management process and how it contributes to Planning, Protection and Optimization. It will enable the candidates to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- The purpose, goal and objectives of the process
- The scope of the process
- The importance of Availability Management as a process to generate business value
- Availability Management policies, principles and basic concepts
- The main activities, methods and techniques that enable Availability Management and how they relate to Planning, Protection and Optimization
- The triggers, inputs and outputs of Availability Management, and its interface with other processes
- How the key metrics can be used to demonstrate the efficiency and effectiveness of successful Availability Management

IT Service Continuity Management

This unit covers the IT Service Continuity Management (ITSCM) process and how it contributes to Planning, Protection and Optimization. It will enable the candidates to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- The purpose, goal and objectives of the process
- The scope of the process
- The importance of ITSCM as a process to generate business value
- ITSCM policies, principles and basic concepts
- The main activities, methods and techniques that enable ITSCM and how they relate to Planning, Protection and Optimization, particularly Stage 1 of the ITSCM lifecycle, Initiation
- The main activities, methods and techniques that enable ITSCM and how they relate to Planning, Protection and Optimization, particularly Stage 2 of the ITSCM lifecycle, Requirements and Strategy
- The main activities, methods and techniques that enable ITSCM and how they relate to Planning, Protection and Optimization, particularly Stage 3 of the ITSCM lifecycle, Implementation
- The main activities, methods and techniques that enable ITSCM and how they relate to Planning, Protection and Optimization, particularly Stage 4 of the ITSCM lifecycle, Ongoing Operation
- The triggers, inputs and outputs of ITSCM, and its interface with other processes
- How the key metrics can be used and applied to demonstrate the efficiency and effectiveness of successful IT Service Continuity Management

Information Security Management

This unit covers the Information Security Management process and how it contributes to Planning, Protection and Optimization. It will enable the candidates to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- The purpose, goal and objectives of the process
- The scope of the process
- The importance of Information Security Management as a process to generate business value

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- Information Security Management policies, principles and basic concepts
- The main activities, methods and techniques that enable this process and how they relate to Planning, Protection and Optimization
- The triggers, inputs and outputs of Information Security Management and its interface with other processes
- How the key metrics can be used and applied to demonstrate the efficiency and effectiveness of successful Information Security Management

Demand Management

This unit covers the Demand Management process and how it contributes to Planning, Protection and Optimization. It will enable the candidates to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- The basic concepts of Demand Management
- The activity based Demand Management and business activity patterns
- The interfaces to Service Design
- Managing demand for Service
- Analyze and discuss the main activities, methods and techniques that enable this process and how they relate to Planning, Protection and Optimization

Challenges, Critical Success Factors and Risks

This unit covers Challenges, Critical Success Factors and Risks and how they contribute to Planning, Protection and Optimization. It will enable the candidates to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- The challenges, Critical Success Factors and risks are, related to Capacity and Demand Management
- What the challenges, Critical Success Factors and risks are, related to Availability Management
- What the challenges, Critical Success Factors and risks are, related to ITSCM
- What the challenges, Critical Success Factors and risks are, related to Information Security Management
- Explain the challenges, Critical Success Factors and risks directly associated with Service Design phase of the Service Lifecycle and how it relates specifically to PPO

Planning, Protection and Optimization Roles and Responsibilities

This unit enables the candidate to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze how Service roles and responsibilities contribute to Planning, Protection and Optimization. It will enable the candidates to recognize the key roles / functions responsible for executing each process step as related to:

- Capacity Management process
- Availability Management process
- IT Service Continuity Management process
- Information Security Management process

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Technology and Implementation Considerations

This unit covers Technology and Implementation Considerations and how they contribute to Planning, Protection and Optimization. It will enable the candidates to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- the generic requirements for technology to assist Service Design
- the evaluation criteria for technology and tooling for process implementation
- the good practices for practice and process implementation
- the challenges, Critical Success Factors and risks related to implementing practices and processes
- How to plan and implement Service Management technologies
- The consideration for implementing technologies in supporting the processes within Planning, Protection and Optimization practice, in particular, designing technology architectures

Summary, Exam Preparation and Directed Studies

This module summarizes the material covered in the previous modules and prepares candidates for the examination through the review and practice of a mock examination. The Examination is comprised of eight (8) multiple choice, scenario-based, gradient scored questions. The standard duration of the exam is Maximum 90 minutes.

Program Material

This training program includes the following as reference documentation:

- Program slide presentation
- Syllabus document
- ITIL® V3 acronyms and glossary
- Sample examination questions and answers

Simulation and practical application

We provide the students with real life experiences; we use the client organization as “Case study” example for the purpose of discussion to show the value of using best practice. We integrate group exercises and sample exam questions to simulate and practice the subject matter.

ITIL® V3 Managing Across the Lifecycle (MALC) - 5 Days

Program Overview

ITIL® is a set of best practices guidance that has become a worldwide-adopted framework for Information Technology Services Management (ITSM) by many Public & Private Organizations. Since early 1990, ITIL® has been evolving from focusing on Functions and Processes under versions 1 and 2 to focusing on the Full Service Lifecycle Management under version 3.

In addition to the existing benefits of aligning IT goals and objectives with the business, improving quality and reducing cost of operation; ITSM and ITIL® V3 now emphasizes the following areas:

- Assist in transforming IT Service Management onto a strategic business asset
- Assist in defining and managing the complete lifecycle of IT Service Management Process
- Provide guidance on the development of Services Strategy, the development of Service Design, the Transition of Services from current to desired state, the Implementation and the Continuous improvement of the those Services

This exam-preparatory course provides comprehensive coverage of MALC concepts within the IT Infrastructure Library (ITIL) V3. Through lectures and practice exam questions participants explore the concepts of good practice in IT Service Management based on the ITIL® V3 Framework.

The ITIL® SM Expert: Managing Across the Lifecycle Certificate is a free-standing qualification, but is also the final module of the Service Lifecycle and/or Service Capability modules that lead to the ITIL® SM Expert in IT Service Management.

The purpose of this module/certificate is to impart and test knowledge across the contents of the ITIL® v3 Books; focusing on business, management and supervisory objectives, purpose, processes, functions and activities; also, it focuses and on the interfaces and interactions between the processes addressed in the five core ITIL® V3 books.

Duration

This program is offered over a 5-day period where it combines theoretical and hands-on knowledge transfer, including individual and group practical exercises. The Minimum number of students per session is 6 where the maximum is 18.

- This five (5) days classroom training course with examination held on the afternoon of the 5th day is accredited by both LCS and EXIN examinations institutes.
- The course includes approximately 30 hours of student-instructor interaction, a sample and a formal examination.
- The format of the examination consists of a closed book paper of 8 multiple choice complex questions, to be answered within 90 minutes. (Candidates sitting the examination in English and who do not have English as their first language will be allowed additional 30 minutes to allow use of

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a dictionary). The pass mark will be 70% or more – 28 or more correct answers.

Delivery Methods

- Instructor led Classroom environment
- Virtual Web-based

Audience

The target group of the ITIL® SM Expert Qualification: Managing Across the Lifecycle Certificate is:

- Individuals who require a business & management level understanding of the ITIL® v3 core lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization.
- Individuals seeking to attain the ITIL® SM Expert in IT Service Management who wish to obtain this qualification as final mandatory modules leading to this SM Expert.
- Individuals wishing to study for the ITIL® Advanced SM Expert in IT Service Management for which the ITIL® SM Expert is a pre-requirement.

The audience may include but is not limited to, CIOs, Senior IT Managers, IT Managers and Supervisors, IT professionals and IT Operation practitioners

Note:

- The success in achieving this certification is highly dependent upon participants' effort in doing their homework, and self-study before and during the program. Therefore, it is highly recommended that course participants purchase the appropriate ITIL® V3 OGC publication to enable them proper review, study and preparation.
- Course participants purchase the appropriate OGC publication to complete at a minimum 12 hours of personal study by reviewing the syllabus and the pertinent areas of the ITIL® Service Management Practice core guidance.

Prerequisites

Candidates wishing to attend training and sit the examination for this qualification must already hold at least 17 credits through formal ITIL® Lifecycle or Capability stream qualifications. Documentary evidence of this level of certification will be required before admission to the ITIL® SM Expert; Managing Across the Lifecycle examination is granted.

Additionally, to be eligible for the ITIL® SM Expert; Managing Across the Lifecycle examination, candidates must have fulfilled the following requirements:

- At least 28 contact hours of study with an accredited training provider or accredited e-learning provider for this syllabus, as part of a formal, approved training course/scheme.
- Hold the ITIL® v3 Foundation Certificate in IT Service Management (or the v2 Foundation plus Foundation Bridge) and have obtained a minimum of 17 credits through formal Service Lifecycle Stream or Service Capability scheme qualifications.

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- Also, It is strongly recommended that course participants possess 2 to 4 years professional experience working in IT Service Management

Content and Objectives

Through a series of lectures designed at achieving a clear understanding of the ITIL® Best Practice lifecycle approach and through various exercises, assignments and discussions, participants will gain the necessary knowledge, at the Bloom Analysis level, of the following subjects upon successful completion of the education and examination components related to this certification:

- Introduction to IT Service Management Business & Managerial Issues
- Managing the Planning and Implementation of IT Service Management
- Management of Strategic Change
- Risk Management
- Managerial Functions
- Understanding Organizational Challenges
- Lifecycle Project Assessment
- Understanding Complementary Industry Guidance

The program will cover the following modules:

Introduction

Introduction to IT Service Management Business & Managerial Issues

This unit reinforces the candidate's knowledge of the management concepts and terminology used in the field of IT Service Management. Specifically, after completion of this module candidates will be expected to understand and analyze:

- Lifecycle positioning and transition including:
 - The difference between open-loop and closed-loop
 - Complex Monitor Control loops
 - ITSM Monitor Control loops
- Relationship between Business and IT including:
 - How to achieve business value with people, process, function, supplier relationship and technology alignment

Management of Strategic Change

This unit will cover the managing of the project lifecycle. Specifically, after completing this module, candidates will be expected to understand and analyze:

- The challenges, critical success factors and risks to success including:
 - Value creation challenge
 - Critical success components to managing lifecycle risk
- The business benefits including:
 - Determining Benefit Realization
 - Determining Value to Business VOI, ROI

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- Determining Variable Cost Dynamics (VCD)
- Alignment with business policy and future direction
- Relationship to service portfolio and service catalogue management
- Planning and Defining scope
- Resource planning including:
 - Awareness of delivery model choices
- Budgeting, costing
- Quality control including:
 - Quality checks
 - Estimating benefits
- Strategic Influencing including:
 - Defining awareness communication activities
 - People Education and knowledge management
- Customer liaison including:
 - Business Relationship Management
- Project Termination - Retirement

Risk Management

This unit will cover managing project and IT risk. Specifically, after completing this module, candidates will be expected to understand and analyze:

- Challenges, critical success factors and risks to service management
- Risk Identification
- Risk Evaluation
- Corrective Actions
- Risk Control
- Transfer of risks
- Service Provider risks
- Contract risks
- Design risks
- Operational risks
- Market risks

Managing the Planning and Implementation of IT Service Management

This unit will cover the activities related to the managerial function. Specifically, after completing this module, candidates will be expected to understand and analyze:

- Activities during Plan, Do, Check, Act
- Planning, including:

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- Policy implementation considerations
 - Design considerations
- Organizing, including:
 - Resource alignment to achieve throughput through the lifecycle
- Directing, including:
 - Value of achieving business goals by guiding, leading and monitoring
- Controlling and Evaluation, including:
 - Value of verifying and using feedback to control lifecycle
- Organizational Form and Design
- Policy Resistance
- Communication

Understanding Organizational Challenges

This unit will address organization challenges. Specifically, after completing this module, candidates will be expected to understand and analyze:

- Addressing maturity challenges
- Strategy generation - Value creation
- Addressing organizational structure
- Addressing confidentiality, integrity and availability of information
- Addressing organizational transition
- Addressing governance
- Addressing Balance in Service Operations

Service Assessment

This unit will address assessment. Specifically, after completing this module, candidates will be expected to understand and analyze:

- Value of Measuring, including:
 - Why Measure
 - What to Measure
- Value of Monitoring, including:
 - What to Monitor
- Reporting and determine reporting structure
- Value of benchmarking
- Service Portfolio assessment across the lifecycle
 - Assessment of achievement
 - Corrective action
- Business Perspective Improvement Model
- Value of following CMM

Understanding Complementary Industry Guidance and Tool Strategies

ITIL®, COBIT®, ISO/IEC20000, Certification Programs

This unit will address other practices. Specifically, after completing this module, candidates will be expected to understand value and relate to support of ITIL:

- COBIT®
- ISO/IEC 20000®
- CMMI
- Balanced Scorecard
- Quality Management
- OSI Framework
- Annuity
- Service Management maturity framework
- Six Sigma
- CMMI
- Project Management
- TQM
- Management Governance framework
- Tool Strategies

Summary, Exam Preparation and Directed Studies

This module summarizes the material covered in the previous modules and prepares candidates for the examination through the review and practice of a mock examination. The Examination is comprised of eight (8) multiple choice, scenario-based, gradient scored questions. The standard duration of the exam is Maximum 90 minutes.

Program Material

This training program includes the following as reference documentation:

- Program slide presentation
- Syllabus document
- ITIL® V3 acronyms and glossary
- Sample examination questions and answers

Simulation and practical application

We provide the students with real life experiences; we use the client organization as “Case study” example for the purpose of discussion to show the value of using best practice. We integrate group exercises and sample exam questions to simulate and practice the subject matter.

ITIL® V2 Practitioner Certification Program - ITIL® Support and Restore (IPSR) - 5 Days

Course Overview

This new program replaces the individual Service Desk / Incident management and Problem Management Practitioner courses. It focuses on the implementation, management, organization and optimization of integrated processes required for achieving quality support within an IT infrastructure and related IT Services.

The Support and Restore program is offered over a 5-day period and includes 40 hours of student-instructor interaction; a 2 hours formal certification exam on the afternoon of the fifth day. The course is 40 percent lecture and 60 percent hands-on individual and group practical exercises.

- The success in achieving certification is highly dependant upon participants' effort in doing their homework, and self-study after the program. Therefore, it is highly recommended that the exam be scheduled one week to maximum two weeks after the training to allow sufficient time for preparation
- Also available in workshop format without examination
- Program added value - provides consultancy advice and sample reusable documents

Duration

Five days

Delivery Methods

- Instructor led Classroom environment
- Virtual Web-based

Audience

IT professionals responsible for implementing and/or executing tasks within the Service Desk, Incident and Problem Management processes

- Process Manager (for Incident and Problem Management process)
- Manager of the Service Desk function - Incident coordinator
- Problem coordinator
- Service Desk team leader or supervisor IT Service and Project Manager
- Senior technical and operational staff
- IT professionals and Consultants working in the area of IT Service Support and/or IT operations
- IT working in the area of IT service delivery and/or IT operations
- IT customers responsible for infrastructure Service and Support

ITIL®, COBIT®, ISO/IEC20000, Certification Programs

Prerequisites

- Foundation Certificate in IT Service Management
- Practical experience in the field of Service Desk, Incident and Problem Management

Program Objectives

An effective lecture designed at achieving a clear understanding the new ITIL® V3 Best Practice and Service Management lifecycle model

Program Contents

Through a series of lectures designed at achieving a clear understanding the ITIL® Best Practice model, and through various practical, individual and group assignments and discussions, participants will gain the necessary knowledge enabling them to develop, implement, manage, organize and optimize an integrated Service Desk function with the Incident and Problem Management processes based on an effective Service and Support system.

Program assignments are not only designed to provide participants with practical hands-on experience, they also provide valuable re-utilizable models. The program prepares participants to take and successfully achieve formal certification in the Support and Restore Practitioner Program

IPSR program objectives include the discussion and introduction of:

- Service Management
- The new role of IT
- Common points of failure for IT
- Benefits of good infrastructure IT service and support
- Common process design and planning factors
- ISO/IEC 20000® standard key concepts and interpretation
- Designing and standardizing processes
- Defining process roles
- Service Management tools
- Interpretation and application of ITIL® Service Support theory

Service Desk

- Service Desk goal and objectives
- Service Desk benefits
- Service Desk activities
 - User support
 - Facilitate the restoration of normal operational service
 - Promote added-value of the Service Desk

ITIL®, COBIT®, ISO/IEC20000, Certification Programs

- Assist in the identification of business opportunities
- Interface with other processes and functions
- Manage communication
- Incident ownership - tracking, monitoring, escalation, and communication
- Planning an effective and integrated Service Desk Function
 - Planning and effective and integrated function
 - Service Desk structures and types
 - Integrated Service Management tools for the Service Desk
 - Defining the scope of the function
 - Defining Service Requests
 - Service Desk roles and responsibilities
 - Development of Service Desk procedures
 - Critical Success Factors for and effective Service Desk
 - Service Desk Quick Wins
 - Establish the interdependencies with other IT disciplines and Service Management processes
- Understanding Service Desk Key Performance indicators (KPIs)
- Service Desk performance reporting
- Service Desk Function performance review for efficiency and effectiveness
- Recognize and overcome common roadblocks

Incident Management

- Incident Management goals and objectives
- Business Drivers for Incident Management
- Incident Management benefits
- Incident Management activities
 - Detection and recording
 - Classification and initial support
 - Investigation and diagnosis
 - Resolution and recovery
 - Incident closure
 - Ownership, monitoring, and tracking of Incidents
 - Performance reporting
- Planning an effective and integrated Incident Management process
 - Planning the process
 - Process tools and techniques
 - Process Inputs and Outputs
 - Contents of an Incident Record
 - Incident Management required documentation
 - Designing classification scheme
 - Designing an effective Escalation chart

ITIL®, COBIT®, ISO/IEC20000, Certification Programs

- Developing an effective Incident Recording standard
- Establishing Incident priority and related criteria
- Integration to Problem Management and other processes
- Developing an effective Incident Closure standard
- Roles and responsibilities of Incident Management
- Possible problems and consequences
- Key performance indicators (KPIs)
- Auditing the processes
- Recognize process improvement opportunities

Problem Management

- Problem Management goals and objectives
- Problem Management key definitions
- Problem Management benefits
- Problem Management activities
 - Problem Classification and Prioritization
 - Problem Control
 - Error Control (live and development environments)
 - Proactive problem Management
 - Regular and on-going tasks
 - Periodic and occasional tasks
 - Handling Major Problems
- Planning an effective and integrated Problem Management process
 - Planning the process
 - Process tools and techniques
 - Process Inputs and Outputs
 - Contents of an Problem and Error Record
 - Developing a Problem tracking form
 - Problem Management required documentation
 - Problem Management investigation techniques
 - Relationships with other processes and functions
 - Roles and responsibilities of Problem Management
 - Possible problems and consequences
 - Key performance indicators (KPIs)
 - Auditing the processes
 - Recognize process improvement opportunities

The ITIL Service and Restore Organization

- Establishing an effective and efficient IT Service Management Program
- Planning considerations

ITIL®, COBIT®, ISO/IEC20000, Certification Programs

- The Service and Support organization
- Defining the roles
- Process Owner and Manager responsibilities
- Service and Support team structures
- Key IPSR roles

Program Material (handout)

The Support and Restore Practitioner program includes the following program material as well as a collection of valuable reusable reference documentation:

- Program slide presentation
- Support and Restore processes and function course notes
- Sample examination questions and answers
- A collection of valuable documentation
 - Sample Incident recording standard
 - Sample skills matrix and escalation chart
 - Sample priority definition
 - Sample Incident closure criteria
 - Sample classification
 - Sample standard document template
 - Problem Management investigation techniques
 - Process Owner and Manager responsibilities
 - ITIL® acronyms and glossary

ITIL® V2 Practitioner Certification Program - ITIL® Release and Control (IPRC) - 5 Days

Course Overview

This new program replaces the individual Change and Configuration Management Practitioner courses. It focuses on the implementation, management, and optimization of integrated processes required for achieving control and stability within an IT infrastructure. The Release and Control program is offered over a 5-day period and includes a 2 hours formal certification exam on the afternoon of the fifth day. The course is 40 percent lecture and 60 percent hands-on individual and group practical exercises.

- Note: The success in achieving certification is highly dependant upon participants' effort in doing their homework, and self-study after the program. Therefore, it is highly recommended that the exam be scheduled one week to maximum two weeks after the training to allow sufficient time for preparation
- Also available in workshop format without examination
- Program added value - provides consultancy advice and sample reusable documents

Duration

Five days from 08:30 A.M to 5:00 P.M including examination at 3:30 P.M of the last day or to be scheduled the following week.

Delivery Methods

- Instructor led Classroom environment
- Virtual Web-based

Audience

The number of course participants ranges from 6 to 12 IT professionals responsible for implementing and/or executing tasks within the Change, Release and Configuration Management processes

- Change Managers and Change Approvers
- Configuration Managers and other Configuration Management related roles
- ITIL® Configuration, Change and Release Management process owners and/or managers
- IT Service and Project Manager
- Senior technical and operational staff
- IT professionals and Consultants working in the area of IT service Support and/or IT operations
- IT working in the area of IT service delivery and/or IT operations
- IT customers responsible for infrastructure Change Control

Prerequisites

ITIL®, COBIT®, ISO/IEC20000, Certification Programs

- Foundation Certificate in IT Service Management
- Practical experience in the field of Change, Release and Configuration Management

Program Objectives

Through a series of lectures designed at achieving a clear understanding the ITIL® Best Practice model and in various practical, individual and group assignments and discussions, participants will gain the necessary knowledge enabling them to develop, implement as well as manage, organize and optimize an Integrated Change and Release Management function based on an effective Configuration Management system.

Program Contents

Program assignments are not only designed to provide participants with practical hands-on experience in developing, managing, organizing and optimizing effective processes, they also provide valuable re-utilizable models.

The program prepares participants to take and successfully achieve formal certification in the Release and Control Practitioner Program

- IPRC program objectives
- Service Management in brief
- Common points of failure for IT
- The new role of IT
- Benefits of good Change Control
- Service Management tools
- ISO/IEC 20000® standard key concepts and interpretation

Configuration Management

- Planning an effective Configuration Management process
 - Integrated Service Management tools and the Configuration Management Database (CMDB)
 - Configuration Planning
 - Define scope of CMDB
 - Data modeling
 - CI identification and naming conventions
 - CI Relationships, Attributes, and Configuration
 - Naming conventions, attributes and coding systems
 - Types of relationships between CIs
 - Configuration Management roles and responsibilities
 - Development of Configuration Management procedures
 - Establish the interdependencies with other IT disciplines and Service Management processes
- Managing the Configuration Management process
 - Configuration Management goal and objectives

ITIL®, COBIT®, ISO/IEC20000, Certification Programs

- Process activities
- Configuration Control
- CI Status Accounting
- CMDB integrity verification and audit
- Configuration Management reporting
- Configuration Management process performance review for efficiency and effectiveness
- Recognize and overcome common roadblocks

Change Management

- Change Management goals and objectives
- Change management activities
 - Change categorization and prioritization
 - Change impact assessment
 - Handling urgent changes
 - Organizing the CAB meeting
 - Coordinate the building, testing and implementation of authorized Changes
 - Communication and reporting
 - Post-Change implementation review
- Process tools and techniques
- Change models
- Contents of a Request for Change (RfC)
- Contents of the Forward Schedule of Changes (FSC)
- Change Management required documentation
- Possible problems and consequences
- Key performance indicators (KPIs)
- Auditing the processes
- Recognize process improvement opportunities

Release Management

- Release Management goals and objectives
- Creating a Release Policy
- Release planning and implementation
- Defining Release types and naming conventions
- Release Management activities
 - Planning an effective Release
 - Release designing, building, and configuring
 - Release testing and acceptance
 - Roll-out Planning
 - Release communication and training
 - Release distribution and installation

ITIL®, COBIT®, ISO/IEC20000, Certification Programs

- Relation with Project Management and Application Development
- Possible problems and consequences
- Key performance indicators (KPIs)
- Auditing the processes
- Recognize process improvement opportunities
- Managing the DHS and DSL

Process Key Performance Indicators

- Understanding ITSM Process Key Performance Indicators (KPIs)
- Key Performance Indicators from COBIT®

Planning the ITIL® Release and Control Function

- Planning considerations
- Required procedures for the integrated function
- The Control Function Organization
- Defining the roles
- Process Owner and Manager responsibilities

Program Material (handout)

The Release and Control Function program includes the following program material as well as a collection of valuable reference documentation:

- Program slide presentation
- ITIL® Service Support book
- Sample examination questions and answers
- A collection of valuable documentation
 - Sample CI Types
 - Suggested CI Attributes
 - Sample Document types
 - Configuration Management PC Audit sample screenshots
 - Configuration Management Process Audit checklist
 - Configuration, Change, and Release Management duties
 - Configuration, Change, and Release Management Key Performance Indicators
 - Change Management Request for Change (RFC) form design
 - Release Management roll-out plan review checklist
 - Release Management specific tools
 - Sample Release Management objectives for distributed systems
 - Sample Change Management Matrix
 - ITIL® acronyms and glossary

ITIL® V2 Practitioner Certification Program - ITIL® Agree and Define (IPAD) - 5 Days

Course Overview

This new program replaces the individual Service Level Management and Financial Management for IT Services Practitioner courses. It focuses on the implementation, management, and optimization of integrated processes required for achieving control and stability within an IT infrastructure.

The Agree and Define program is offered over a 5-day period and includes a 2 hours formal certification exam on the afternoon of the fifth day. The course is 40 percent lecture and 60 percent hands-on individual and group practical exercises.

- Note: The success in achieving certification is highly dependant upon participants' effort in doing their homework, and self-study after the program. Therefore, it is highly recommended that the exam be scheduled one week to maximum two weeks after the training to allow sufficient time for preparation
- Also available in workshop format without examination
- Program added value - provides consultancy advice and sample reusable documents

Duration

Five days from 08:30 A.M to 5:00 P.M including examination at 3:30 P.M of the last day or to be scheduled the following week

Delivery Methods

- Instructor led Classroom environment
- Virtual Web-based

Audience

The number of course participants ranges from 6 to 12 IT professionals and consultants responsible for implementing and/or executing tasks within the Service Level Management, and Financial Management for IT Services processes.

- IT staff responsible for the agreement and definition of IT services, especially those who will participate in managing, organizing and optimizing the Agree and Define processes in an IT Service organization which has implemented, or started to implement, ITIL® based Service Level Management and/or Financial Management processes
- ITIL® Service Level, and Financial Management for IT Services process owners and / or managers
- IT Service and Project Manager
- Senior technical and operational staff

ITIL®, COBIT®, ISO/IEC20000, Certification Programs

- Service managers who want to develop their practical knowledge about the Service Level and Financial Management processes as described by ITIL® (IT Infrastructure Library)
- Business analysts and other ITIL® process managers with interest in the service level and/or Financial Management processes
- IT professionals and consultants working in the area of IT Service Delivery and / or IT operations
- IT customers responsible for the negotiation of quality services and related SLAs and contracts
- Customers, suppliers and staff requiring a formal qualification

Prerequisites

- Foundation Certificate in IT Service Management
- Practical experience in the field of Service Level Management, with basic Financial Management knowledge

Program Objectives

Through a series of lectures designed at achieving a clear understanding the ITIL® Best Practice model and in various practical, individual and group assignments and discussions, participants will gain the necessary knowledge enabling them to develop, implement and manage an integrated Service Level Management and Financial Management for IT Services function.

Program assignments are not only designed to provide participants with practical hands-on experience in developing, managing, organizing and optimizing effective processes, they also provide valuable re-utilizable models.

The program prepares participants to take and successfully achieve formal certification in the ITIL® Agree and Define Practitioner Program

- IPAD program objectives
- Overview of the ITSM concepts, requirements, and ITSM Governance
- Introduction to ISO/IEC 20000® Service Management standard - key requirements and interpretation
- Business and Quality drivers
- The responsibilities of the Service Provider
- IT Service Management Principals
- Service Reporting
- Relationship Management and Communication

Program Contents

IT Service Management

- Planning an effective program of continuous improvement
 - The project
 - Feasibility study and business case
 - Critical Success Factors (CSF)
 - Launching a corporate-wide awareness campaign and on-going communication
 - Dependencies and possible constraints
 - The project plan - Aligning IT to the business
 - Implementation (People, Process, Technology)
 - Performance indicators
 - Managing effective Service Improvement Program (SIP).

Service Level Management

- Planning an effective process
 - Service Level Management goals and objectives
 - Planning for Service Level Management
 - Creating the Service Catalogue
 - Define Service Level Agreements - Service Level Requirements and Service Specifications, Service Level Objectives and Service Level Agreements - Operational Level Agreements and Underpinning Contracts
 - Negotiate and agree SLAs
 - Implementing Service Level Agreements

- Managing the process
 - Monitor SLAs achievements vs. targets
 - Improving services delivered - Service Improvement Program (SIP)
 - Quality of service parameters and performance reporting
 - Management reporting
 - Service Level Management - Interrelationships and requirements
 - Relationships and links with other ITIL® processes
 - Best practices and business benefits
 - Common roadblocks
 - Recognize process improvement opportunities

Financial Management for IT Services

- Process goals and objectives
- Components of Financial Management
- Scope of Financial Management

ITIL®, COBIT®, ISO/IEC20000, Certification Programs

- The role of the Business in Financial Management
- Financial Management's relationship with other ITSM processes
- Possible challenges and consequences
- Recognize process improvement opportunities
- Critical Success Factors

- Budgeting
 - Purpose of budgeting
 - Estimating the cost of budget items
 - Estimating the cost of workload dependent items

- Accounting
 - Financial organizations
 - Designing the cost model
 - IT Costing
 - Cost types and elements
 - Classifying cost elements
 - Depreciation
 - Apportioning IT costs - directed / in-direct
 - Cost units
 - Changes affecting costs
 - Investment appraisal
 - Return on investment
 - Total cost of ownership

- Charging
 - Defining the charging policy
 - Deciding chargeable items
 - Pricing and pricing policies
 - The internal market
 - Differential charging
 - Pricing flexibility
 - Charging methods
 - Types of billing
 - When to charge
 - Benefits of charging
 - Implementation - planning

Process Key Performance Indicators

- Understanding ITSM Process Key Performance Indicators (KPIs)

ITIL®, COBIT®, ISO/IEC20000, Certification Programs

- Defining KPIs and relevant Metrics
- Identifying improvement opportunities

Planning the ITIL Agree and Define Function

- Planning considerations
- Preparation
- Awareness campaign and on-going communications
- Tool assessment and selection
- Required documentation and procedures
- The Agree and Define Function Organization
- Defining the roles
- Process Owner and Manager responsibilities
- Implementation
- Piloting the system
- Monitor the system
- Process control and management
- Management reporting
- Auditing and audit checks

Program Material (handouts)

The Agree and Define Function program includes the following program material as well as a collection of valuable reference documentation:

- Program slide presentation
- ITIL® Service Level Management and Financial Management for IT Services course notes and homework
- Sample examination questions and answers
- A collection of valuable documentation
 - Selecting Process Owner and Manager considerations
 - ITIL® Process Owner and Manager responsibilities
 - ITSM Responsibility Matrix
 - Creating a Vision
 - Setting Goals and Objectives
 - ITSM Communications plan
 - Sample Service Catalogue structure and segment
 - Sample SLA development and template
 - Sample OLA development and template
 - ITIL® acronyms and glossary

ITIL® V2 Practitioner Certification Program - ITIL® Plan and Improve (IPPI) - 5 Days

Course Overview

This new program replaces the individual Capacity, Availability and IT Service Continuity Management Practitioner courses. It focuses on the implementation, management, and optimization of integrated processes required for achieving effective planning of improvements within an IT infrastructure.

The Plan and Improve program is offered over a 5-day period and includes a 2 hours formal certification exam on the afternoon of the fifth day. The course is 40 percent lecture and 60 percent hands-on individual and group practical exercises.

- Note: The success in achieving certification is highly dependant upon participants' effort in doing their homework, and self-study after the program. Therefore, it is highly recommended that the exam be scheduled one week to maximum two weeks after the training to allow sufficient time for preparation
- Also available in workshop format without examination
- Program added value - provides consultancy advice and sample reusable documents

Duration

Five days from 08:30 A.M to 5:00 P.M including examination at 3:30 P.M of the last day or to be scheduled the following week.

Delivery Methods

- Instructor led Classroom environment
- Virtual Web-based

Audience

The number of course participants ranges from 6 to 12 ITIL® Practitioner Plan & Improve is aimed at professionals that participate in managing, organizing or optimizing processes in an IT service organization which are at various stages of implementation, or sustaining ITIL®-based Plan & Improve processes.

The target audience consists of:

- IT professionals responsible for implementing or executing tasks within an ITIL® Capacity, Availability and/or IT Service Continuity Management processes
- Operational staff and managers wishing to extend their planning, monitoring, reporting and optimizing skills, relative to activities within the Plan and Improve processes
- Senior IT and business managers and consultants
- IT Service and Project Managers

ITIL®, COBIT®, ISO/IEC20000, Certification Programs

- ITSM and ITIL® process managers with interest in Plan and Improve processes
- IT staff responsible for the definition of IT services, especially those who will participate in managing, organizing and optimizing the Plan and Improve processes in an IT Service organization
- IT customers responsible for the planning of quality services and related improvements
- Customers, suppliers and staff requiring a formal qualification

Prerequisites

- Foundation Certificate in IT Service Management
- Practical experience in the field of Capacity, Availability and IT Service Continuity Management

Program Objectives

Through a series of lectures designed at achieving a clear understanding the ITIL® Best Practice model and in various practical, individual and group assignments and discussions, participants will gain the necessary knowledge enabling them to develop, implement and manage an integrated Capacity, Availability and IT Service Continuity Management function.

Program assignments are not only designed to provide participants with practical hands-on experience in developing, managing, organizing and optimizing effective processes, they also provide valuable re-utilizable models.

The program prepares participants to take and successfully achieve formal certification in the ITIL Plan and Improve Practitioner Program

- IPPI program objectives
- Overview of the ITSM concepts, requirements and ITSM Governance
- Introduction to ISO/IEC 20000® Service Management standard - key requirements and interpretation
- Business and Quality drivers
- The responsibilities of the Service Provider
- IT Service Management Principals
- Service Reporting
- Relationship Management and Communication

Program Contents

Capacity Management

- The importance and value of Capacity Management to the IT service quality
- Concept and approach of Capacity Management
- Goals and objectives of Capacity Management
- Main deliverables of Capacity Management
 - Capacity Plan
 - Capacity Database

ITIL®, COBIT®, ISO/IEC20000, Certification Programs

- Customer Service Level requirements recommendations
- Improvement recommendations and suggestions
- Performance monitoring and reporting
- Budget input
- Process and sub-processes activities
- Roles and responsibilities
- Relationship with the other ITIL® processes
- Techniques for establishing Capacity requirements and performance
 - Modeling, Application sizing, etc.
- Techniques managing and maintaining effective and efficient performance
 - Demand Management
 - Workload Management
 - Performance Management
 - Resource Management
 - Tuning and Balancing

Availability Management

- The relationship between business and Availability Management
- Concept and approach of Availability Management
- Goals and objectives of Availability Management
- Main deliverables of Availability Management
 - Availability Plan
 - Availability Database
 - Customer Service Level requirements recommendations
 - Design improvement recommendations and suggestions
 - Performance monitoring and reporting
- Process activities and techniques for determining and managing efficient Availability
- Roles and responsibilities
- Relationship with the other ITIL® processes
- Define the specifications for availability
- Quantify availability requirements
- Calculate Availability
 - Determine availability requirements based on the client's needs
 - Determine the availability of each component
 - Determine the availability of the services through the use of techniques (CFIA, FTA)
- Evaluate Availability
 - Evaluate whether performance and availability characteristics of individual IT components are suitable to meet the required availability levels
 - Analyze supplier contracts and determine appropriate support availability requirements
 - Analyze availability achievements against contracts and agreements

ITIL®, COBIT®, ISO/IEC20000, Certification Programs

- Quality criteria
 - Understand Availability criteria (MTTR, MTBF, MTBSI)
 - Investigating and understanding the impact of unavailability
 - Translate measurement data into terms comprehensible for the customer

IT Service Continuity Management

- The importance and value of IT Service Continuity Management (ITSCM) to the IT service quality
- Concept and approach of ITSCM Management
- Goals and objectives of ITSCM Management
- Relationship with the other ITIL® processes
- Main deliverables of ITSCM Management
 - IT Continuity Plan
 - Customer Service Level requirements recommendations
 - Testing schedules, results and improvement recommendations (countermeasures and strategies)
 - Performance monitoring and reporting
- Process and activities
- The four stages of the Business Continuity Lifecycle Model
 - Initiation
 - Requirements and Strategy
 - Implementation
 - Operational Management
- Understand and establish recovery options to satisfy customer needs and requirements
- Techniques for understanding and determining the business impact of IT services (BIA)
- Risk analysis and management methods using the CRAMM technique
- Process roles and responsibilities

Planning the ITIL® Plan and Improve Function

- Planning and implementation considerations
- Implementing Challenges (possible problems)
- Critical success factors
- Awareness campaign and on-going communications
- The Plan and Improve Function Organization
- Defining the roles
- Process Owner and Manager responsibilities
- Process control and management
- Management reporting
- Auditing and audit checks
- Key performance indicators (KPI)

ITIL®, COBIT®, ISO/IEC20000, Certification Programs

Managing the processes within the IPPI function

- Monitoring performance achievements vs. targets
- Improving services delivered - Service Improvement Plans (SIP)
- Quality of service parameters and performance reporting
- Management reporting and interpretation
- Capacity, Availability and IT Service Continuity interrelationships and requirements
- Relationships and links with other ITIL® processes
- Best practices and business benefits
- Common roadblocks
- Recognize process improvement opportunities

Program Material (handout)

The Plan and Improve Function program includes the following program material as well as a collection of valuable reference documentation:

- Program slide presentation
- Process course notes and homework
- Sample examination questions and answers
- Extensive in-class group exercises and guidelines
- Additional valuable documentation

ISO/IEC 20000® Foundation Certification Program - 3 Days

Course Overview

ISO/IEC 20000® standard is the only international standard for IT Service Management; it is a formal set of specifications and requirements Service Providers should be aiming for. ISO/IEC 20000® is aimed at providing the required evidence that IT service provider has an effective and reliable Service Quality Management system which has been or can be audited against the international standard in IT Service Management. The standard was initially based on the British Standard 15000 and best practice of the IT Infrastructure Library (ITIL®).

ISO/IEC 20000® international standard for IT Service Management promotes the adoption of an integrated process approach to effectively deliver managed services to meet business and customer requirements. The ISO/IEC 20000® standard and associated documentation enables service providers to understand how to enhance the quality of services delivered to their customers, both internal and external. ISO/IEC 20000® standard applies to both large and small service providers, irrelevant of the core competency the End-User-Organization.

ISO/IEC 20000® defines the requirements for a service provider to deliver managed services.

The standard may be used:

- by businesses that are going out to tender for their services;
- to provide a consistent approach to IT service management by all service providers in a supply chain;
- to benchmark IT service management;
- as the basis for an independent assessment;
- to demonstrate the ability to meet customer requirements;
- to show proof of evidence in conformance and existence of Quality Management System;
- to improve services quality.

The ISO/IEC 20000® Foundation program is designed to provide basic level knowledge of the certification, conformance, and auditing based on ISO/IEC 20000® ITSM Standard. This is a 3 day program including the certification exam was developed in line with the new ISO/IEC 20000® international standard for IT Service Management. Its purpose is to provide the program participants:

- The necessary information required to successfully achieve the Foundation certification in ISO/IEC 20000® standard;
- A better understanding of what is required to conform to the standard specifications and requirements.
- Understanding the importance of Quality in IT Service Management, the specifications and the code of practice for IT Service Management

ITIL®, COBIT®, ISO/IEC20000, Certification Programs

- Preparation for the ISO/IEC 20000® examination through the use of sample examination questions

Duration

3 Days

Delivery Methods

- Instructor led Classroom environment
- Virtual Web Based

Audience

The target audience includes both internal and external service providers, who play a role or have an interest in ISO/IEC 20000. In addition, for customers considering requesting their service providers to become ISO/IEC 20000® certified, they can get an insight into what can be expected of their service providers.

Also, this program is for everyone who:

- Is working in any aspect of Service Management.
- Intends to acquire basic knowledge of ISO/IEC/20000® standard, parts 1 and 2.
- Intends to acquire knowledge of Quality Service Management and Best-practices.
- Is implementing Best-practices processes based in ITIL® Framework in an IT environment.
- Intends to obtain the ISO/IEC 20000® Foundation Certificate.
- Is a customer of IT considering requesting their service providers to become ISO/IEC 20000® certified.
- Is a customer of IT and requires an understanding of how IT support and delivery processes can best be accomplished and/or improved using the ISO/IEC 20000® standard.

Prerequisites

There are no pre-requisites for this course

Contents and Objectives

The primary objectives are:

- To provide participants with a basic understanding of the ISO/IEC 20000® standard, contents of parts 1 and 2, ITSM processes relationships, benefits, and goals.
- To provide participants a firm foundation in quality specification of IT Service Management best practices, and facilitate the knowledge leading to ISO/IEC 20000® Foundation Certification exam.

Day 1

- The evolution of IT Service Management (ITSM)

ITIL®, COBIT®, ISO/IEC20000, Certification Programs

- Introduction and background of ISO/IEC 20000
- Benefits and challenges in implementing a Quality Service Management System
- Relationship of ISO/IEC 20000® to the BS 150000 Standard, and to the Information Technology Infrastructure Library (ITIL)
- Essential definitions
- Understanding and interpretation of ISO/IEC 20000-Part 1
- The mandatory requirements for ITSM
- Homework - reading assignment

Day 2

- Understanding and interpretation of ISO/IEC 20000-Part 2
- The application of the British Standard BS 15000 and ITIL® (Guidance for ITSM implementation)
- Homework - reading assignment and sample exam

Day 3

- Sample exam review
- Criteria for organizational accreditation
- Introduction to evaluation and auditing of an IT Management Quality System based on ISO/IEC 20000
- General review
- ISO/IEC 20000® Exam

Daily homework assignments will be delegated to review and consolidate the learning during the day, and to prepare for the Foundation certification exam. A general review and discussion of ISO/IEC 20000® Part-1 and Part-2 documents will also take place.

ISO/IEC 20000® Part-1

The Quality specifications for IT Service Management Participants will be able to understand and describe the requirements for:

- The Requirements for a Management System
- Planning and Implementing Service Management
- Planning and Implementing New or Changed Services
- The Service Delivery processes
- The Relationship processes
- The Resolution processes
- The Control processes
- The Release Management process
- Understand the importance of Quality in IT Service Management

ISO/IEC 20000® Part-2:

ITIL®, COBIT®, ISO/IEC20000, Certification Programs

The code of practice for IT Service Management Participants will be able to understand and describe Best Practices for:

- The Management System
- Planning and Implementing Service Management
- Planning and Implementing New or Changed Services
- The Service Delivery processes
- The Relationship processes
- The Resolution processes
- The Control processes
- The Release Management process

Program Material

This training program includes the following as reference documentation:

- Program slide presentation
- ITIL® V3 acronyms and glossary
- Sample examination questions and answers

COBIT® Foundation Certificate Program - 3 Days

Course Overview

The COBIT® Foundation Certificate program is intended to enable the course participants to apply the COBIT® Governance Framework guidelines to their IT Service Management programs.

This program is offered over a 2.5-day period and includes approximately 20 hours of student-instructor interaction; a 1.0 hours formal certification exam on the afternoon of the third day. The Examination is comprised of 40 multiple choice questions. The standard duration of the exam is 60 minutes.

The course is taught by experience instructors who bring real life experiences into the classroom, the deliver approach combines theoretical and hands-on knowledge transfer, including exercises.

Duration

3 Days

Audience

- Instructor led Classroom environment
- Virtual web based

Audience

The target group for this program is:

- Individuals who require an understanding of COBIT® Governance framework, associated processes and how it may be used to enhance the quality of IT service management within an organization.
- IT professionals that are working within an organization that has adopted and adapted ITSM as its standard to managing IT Services
- This may include but is not limited to, IT professionals, business managers and business process owners.

Prerequisites

There are no formal prerequisites for this program. However, it is recommended that course participants possess:

- General knowledge of ITSM best practices
- 2 to 4 years professional experience working in IT Service Management environment

Content and Objectives

ITIL®, COBIT®, ISO/IEC20000, Certification Programs

Through a series of lectures designed at achieving a clear understanding of the COBIT® Governance and through various exercises, assignments and discussions, participants will gain the necessary knowledge enabling them to discover and better understand:

- How IT management issues are affecting organizations
- The need for a control framework driven by the need for IT Governance
- How COBIT® meets the requirement for an IT Governance Framework
- How COBIT® is used with other standards and best practices
- The functions that COBIT® provides and the benefits of using COBIT®
- The COBIT® Framework and all the components of COBIT® (Control Objectives, Control Practices, Management Guidelines, Assurance Guidelines)
- How to apply COBIT® in a practical situation
- How the use of COBIT® is supported by the ITGI

The Course Content addresses the following:

- Need for an IT control framework and how this is addressed by COBIT®
 - The elements of the COBIT® Framework with practical examples
 - IT governance issues and how COBIT® addresses the need for sound IT governance
 - The components of the COBIT® Framework
 - How to apply COBIT® in practice
1. Introduction to COBIT®
 - Positioning of COBIT® from control objectives to IT governance
 - Governance concepts and IT issues and how COBIT® is useful in these matters
 2. The need for control and a control framework
 - What is the business risk?
 - Achieving business objectives
 - Defining what is control
 - How to control and manage IT processes
 - The benefits of using COBIT® to support control and governance of IT
 3. Introduction to COBIT® Terminology
 - COBIT® as an IT Framework
 - The Information Criteria
 - Information Resources
 - The Domains
 - The IT Processes
 - The Control Objectives
 - The Management Guidelines
 - The Audit Guidelines
 4. Applying COBIT® in practice
 5. Introduction to Implementation Tools

ITIL®, COBIT®, ISO/IEC20000, Certification Programs

Program Material

The program includes the following program material:

- Student binder
 - Instructor presentation
 - COBIT® 4.1 material
 - Quiz questions
 - Added value information
 - Acronyms and glossary

Simulation and practical application

We provide the students with real life experiences; we use the client organization as “Case study” example for the purpose of discussion to show the value of using best practice. We integrate group exercises and sample exam questions to simulate and practice the subject matter.

ITIL® & PM for Effective Service Management - 3 Days

Program Overview

Whether your field is architecture or information technology, successful planning involves a carefully crafted set of steps to planned and measurable goals. In today's fast-paced business environment, this is no simple task. As deadlines get tighter and budgets get smaller, organizations turn to their managers to do more with less. Therefore, successful managers need to replenish their supply of best practices knowledge, practical skills, insightful strategies, and cutting edge concepts to remain a valuable asset to their company.

Our programs will add a unique set of best practices knowledge combination the capabilities of ITIL® Framework and Project Management (PMBOK®) to your knowledge base. We will work with you facilitating your understanding of the combined capabilities of ITIL® and Project Management in order to implement a more effective Service Management Practice

Among other elements, the program will explore and discuss the following areas:

- Dependencies among both practices
- ITIL® lifecycle progressive phases
- Project Management 9 work areas
- Implementation issues related to ITSM programs
- Program management office and its benefits
- Continuous improvement approach

ITIL® is a set of best practices guidance that has become a worldwide-adopted framework for Information Technology Services Management (ITSM) by many Public & Private Organizations. Since early 1990, ITIL® has been evolving from focusing on Functions and Processes under versions 1 and 2 to focusing on the Full Service Lifecycle Management under version 3.

In addition to the existing benefits of aligning IT goals and objectives with the business, improving quality and reducing cost of operation; ITSM and ITIL® V3 now emphasizes the following areas:

- Assist in transforming IT Service Management onto a strategic business asset
- Assist in defining and managing the complete lifecycle of IT Service Management Process
- Provide guidance on the development of Services Strategy, the development of Service Design, the Transition of Services from current to desired state, the Implementation and the Continuous improvement of the those Services

The Project Management Body of Knowledge (PMBOK®) constitutes the official Project Management Institute (PMI®) standards and is used to define the minimum knowledge an individual must possess to be considered a candidate for the Project Management Professional (PMP®) accreditation.

ITIL®, COBIT®, ISO/IEC20000, Certification Programs

Duration

Three day classroom training

Delivery Methods

- Instructor led Classroom based
- Virtual Web based

Audience

IT professionals interested in understanding the content and concepts of the new ITIL® V3, as well as understand Project Management based on PMBOK®:

- Executives and key stakeholders
- Process Owners and Managers
- Senior technical and operational staff
- IT professionals and Consultants
- IT customers
- Whether or not you are currently a project manager, a manager of project managers, or have a desire to become one, the essential knowledge of both ITIL® and Project Management is available through this program.

Prerequisites

- General IT knowledge
- Preferably
 - ITIL® awareness
 - Project Management awareness

Course Objectives

Built on the ITIL® V3 Framework and the PMBOK® (Project Management Body of Knowledge) standards, this program empowers you with the basic skills of both practices necessary to tackle the challenges facing your ITSM projects.

- Upon completion of this program, participants will be able to:
- Recognize the key concepts and principles of IT Service Management (ITSM)
- Understand the ITIL® V3 Service Lifecycle Framework and its related processes and functions
- Recognize the value of ITIL® V3 to the business and the IT organization
- Explain the Continual Cycle of Improvement
- Define the terms project, project management, program and portfolio

ITIL®, COBIT®, ISO/IEC20000, Certification Programs

- Understand the role of the project manager and discover the combination of skills required to be successful in that role
- Discuss some of the constraining forces present on a project
- Understand the concept of phases, life cycles, and Process Groups
- Become aware of life cycle models and their use
- Understand the combined capabilities of ITIL® and Project Management
- Comprehend the key elements to implementing a Service Management Practice

Course Content

Working with Both ITIL® and Project Management course outline includes theory, discussions, and quizzes with relationship to:

- Part 1 - IT Service Management and the ITIL® Framework
 - What is Service Management?
 - What is ITIL®?
 - The ITIL® Service Management Lifecycle
- Part 2 - Project Management according to the PMBOK
 - What is Project Management?
 - What is a Project?
 - The Project Management Body of Knowledge (PMBOK)
 - Project based culture
 - The 9 knowledge areas
- Part 3 - ITIL® and Project Management Dependencies
 - Combined Capabilities
- Part 4 - Implementing a Service Management Practice
 - Project Management Office
 - The Six Steps of Continual Service Improvement
 - Using ITIL® and Project Management
- Part 5 - What Should I do Next?
 - Available ITIL® and Project Management workshops and certification training

Program Material

This training program includes the following as reference documentation:

- Instructor presentation
- Additional valuable documentation

ITIL®, COBIT®, ISO/IEC20000, Certification Programs

- ITIL® and Project Management Glossary of Terms
- Project Management Templates

Simulation and practical application

We provide the students with real life experiences; we use the client issues and problem as “Case study” example for the purpose of discussion to show the value of using best practice.