

ITIL® Manager V2: Mastering IT Service Management

It's more important than ever to effectively manage large-scale information technology systems when it comes to focusing your relationship on business customers and other users.

Information Technology Infrastructure Library (ITIL®) Service Management has now become the de-facto best practice worldwide to provide those high quality IT services.

This 11-day ITIL® Manager V2 Certificate course will give you the skills you need. The course consists of a series of dynamic workshops that are intensive and interactive. Participants earn international credentials that will qualify them to manage and implement IT service management processes.

The course is offered in three distinct modules:

Module I: Service level management, service desk, incident, problem, configuration, and change management processes.

Module II: Release management, availability management, financial management for IT services, IT service continuity management and capacity management.

Module III: Exam preparation and examinations

Upon completion of Modules I and II, participants will be assessed for their Manager Program achievement certificate, and subsequently scheduled for the one-day Exam Preparation Review.

Participants will only be allowed to write the final ISEB exams if they do well in the in-course assessments and mock exams. Exams are written over two half days.

PARTICIPANT EVALUATIONS

"I was impressed with the instructors and the course in general. The course fully prepared me for the exam." Gabriel Soreanu, *Cisco Systems Canada*

"I found the participatory nature of the training quite helpful and very useful. Procept's approach to the ITIL® Managers training and preparation of students for the exams built up confidence in the students to face the exams." Biola Osipitan, *Unilever*

LEARNING OBJECTIVES

Participants will gain practical skills to:

- Explain corporate and management philosophy and policies.
- Explain business strategies and requirements.
- Describe IT infrastructure and organizational structures.
- Assess, interpret and report on IT Service Support and Service Delivery process maturation within an organization.

- Implement ITIL® Service Management discipline and processes within an organization, including the design of organizational structure.
- Audit IT Service Support and Service Delivery processes within an organization.
- Develop and use effective tools to plan, implement and manage IT Service Management discipline using ITIL® Framework.
- Acquire the ability to assess, audit and report on ITSM status.
- Achieve ITIL® Manager Certification.

WHO SHOULD ATTEND

The ITIL Manager V2 course is appropriate for individuals who are:

- Service Management Process Owners
- IT Service Managers
- IT Management (senior and line management)
- Consultants/IT Process Managers

PREREQUISITE

- ITIL Foundation Certificate (if you do not hold this certificate, it is attainable through our IT Service Management Foundation course).
- Minimum two years professional experience as a manager or consultant in the field of IT Service Management and five years general IT experience.
- Solid communications skills, i.e. oral, written, presentation, and teamwork skills.

MATERIALS

You will receive a course binder containing copies of presentation slides, case studies, exercises and suggested solutions.

WHAT YOU WILL LEARN

Module I (5 days)

- Introduction to IT Service Management and ITIL®
- Service Level Management (with syndicate exercises)
- Service Level Management test
- Review of Service Level Management test
- The Service Desk Function (with syndicate exercises)
- Incident Management (with syndicate exercises)
- Service Desk and Incident Management test
- Review of Service Desk and Incident Management test
- Problem Management (with syndicate exercises)
- Configuration Management (with syndicate exercises)
- Problem Management and Configuration Management test
- Review of Problem Management and Configuration Management test

- Change Management (with syndicate exercises)
- Review of Module 1 and Exam Tips
- Mock exam
- Wrap Up

Module II (5 days)

- Introduction
- Review of Module 1 mock exam
- Release Management (with syndicate exercises)
- Release Management test
- Review of Release Management test
- Financial Management for IT Services (with syndicate exercises)
- Capacity Management (with syndicate exercises)
- Financial Management for IT Services and Capacity Management test
- Review of Capacity Management and Financial Management for IT Services test
- Availability Management (with syndicate exercises)
- Availability Management test
- Review of Availability Management test
- IT Service Continuity Management (with syndicate exercises)
- Review of Module II and Exam Tips
- Mock exam
- Wrap Up

Module III (1 day)

- Review mock exam
- Discuss Exam tips
- Analyze and discuss Exam case study
- Discuss overview of Service Management Processes
- Discuss possible questions
- Close

RELATED COURSES OF INTEREST

- Managing Successful IS Projects
- Leadership, Relationship, and Change