

ITIL Manager Certificate – Service Support

Course SSI009 Five days; Instructor-led

Introduction

This is one of a set of courses, comprising two five-day non-residential courses and a revision day, which forms a two-week training programme leading to the examination for the ISEB/EXIN Manager's Certificate in IT Service Management.

The two one-week courses, the revision day and examination do not run consecutively, but you are recommended to book them together as a training curriculum.

Audience

The courses are suitable for those candidates who have been in IT for at least five years, have relevant experience and hold the ISEB/EXIN Foundation Certificate in IT Service Management or the Network Services Management Certificate.

Prerequisites

Students wishing to take the ISEB/EXIN Manager's Certificate in IT Service Management examination are required to hold either the ISEB/EXIN Foundation Certificate in IT Service Management or the Network Services Management Certificate.

Course Outline

- **Configuration Management** - basic concepts and terminology; configuration breakdown and relationships; building, implementing and managing a configuration management database (CMDB); using a CMDB to manage incidents, problems and changes
- **Change Management** - problem/change lifecycle; role of the Change Manager and the Change Advisory Board; normal and urgent change procedures; prioritisation, impact and resource assessment, authorisation, scheduling, testing and implementing change; back-out plans and change reviews
- **Incident Management** - first line incident management; interface between IT and users, incident logging and escalation, coding systems, diagnostic aids; service quality metrics and reporting. The various types of service desks and the skills required by the staff on a service desk. The contribution made by the service desk to the quality of the overall service provision
- **Problem Management** - incidents, problems and known errors - the lifecycle; problem control and prevention; analysis and targeting techniques; categorisation, priority and severity coding

- **Release Management** - storage, control and release of authorised software and hardware in all types of environments. The Definitive Software Library (DSL) and the Definitive Hardware Store (DHS) with interfaces to the configuration management system.
- **Service Management Tools** - types of tools available and how to select the most appropriate tool for your organisation.