

Scheduled Public and On-Site Courses Available

The IT Service Management Manager is the highest achievement in IT Infrastructure Library (ITIL®) training and certification. During this course you will gain in-depth knowledge and the necessary understanding to achieve certification in IT Service Management.

This thirteen day, certified IT Service Manager Instructor-led course provides the complete "tie-in" to the Service Management concepts that are learned in the Foundation or Practitioner courses and . These concepts are put into action and further developed from a more practical standpoint. Process information is refined into useable methods with defined products -- process documentation, service catalog strategies, and supporting skills like communication plans and strategies.

Certification Exam with Pre and Post Course Learning Aides Included

Location:

Dallas, TX - Austin, TX - Washington, D.C. - San Diego, CA

Audience:

Professionals involved in ITIL implementation, IT Service Management or ITSM Project Management. Typical roles are IT Management, Business Management, ITSM Practitioners, Process Owners, and Project Managers.

Prerequisites:

A Foundation certification in IT Service Management is required, along with a minimum of two years IT management or supervisory experience, and preferably two or more years of IT experience.

Students will learn to:

- Key concepts of ITIL® Service Management
 - Specific tasks and responsibilities of ITIL® Service Management processes
 - Process metrics and KPIs (key performance indicators)
 - Producing management information and report
 - Relationships between ITIL® Service Management processes
 - Practical implementation issues
 - Demonstrate management skills for achieving sustained operational excellence
 - Record and improve selected ITIL processes
- Schedule:
The intense amount of theory studied in this course is encompassed in the following sessions.
Session 1- Review of ITIL® Foundation material
Session 2 - Instructor led training (5-days) in Service Support
Session 3 - Home study of the Service Support books
Session 4 - Instructor led training (5-days) in Service Delivery
Session 5 - Home study of the Service Delivery books