

Course Description

ITIL Service Manager Certificate AMS292

Overview

The program is an intensive 3-month, instructor-led course that provides an in-depth understanding of all of the ITIL disciplines, including objectives, terminology, responsibilities, and critical success factors. This course also helps the attendee to obtain ITSM Certification. Attendees will be able to analyze IT Service Management processes within their organizations and be able to assess, audit and design organizational structures and processes from an ITIL perspective. Upon completion of this program, attendees will be ready to take the certification examination leading to the Information Technology Infrastructure Library Service Manager Certificate. This closed-book exam consists of two 180-minute sessions – each session contains 5 open questions based on a case study.



Learning Objectives

- Service Delivery
 - Service Level Management
 - Financial Management
 - Capacity Management
 - Availability Management
 - Security Management
 - IT Service Continuity Management
- Service Support
 - Service Desk
 - Incident Management
 - Problem Management
 - Configuration Management
 - Change Management
 - Release Management
- ITIL Service Management Case Studies, Assignments and Review

Format

The format of the course is highly interactive and how-to oriented. Discussion of concepts and principles are followed by exercises. Actual case studies and project scenarios will be utilized to apply the course's tools, concepts and practices.

Delivery Options

Duration

3 months

Who Should Attend

Anyone seeking ITIL Service Manager Certification.