

HP Education Services Course Description

ITIL Manager for Service Support (U8687s)



This 5-day course is based on the Service Management model described in the IT Infrastructure Library (ITIL) and uses experiential education methods to build individual knowledge and skills within a group context. Students work through the theory interactively in classroom discussions and small groups, and make extensive use of case studies and practical exercises. It includes course projects designed to facilitate understanding of the material and how it can be applied in a practical situation. The course is designed to be taken with the course in IT Service Delivery (U8688s).

Audience

- IT infrastructure service managers
- IT professionals responsible for system and network administration
- Organization and information consultants

Prerequisites

- The student needs to have passed the ITIL foundation exam from either ISEB or EXIN.
- At least 5 years relevant IT experience.

- All student materials for this course will be provided and the ITIL books are not a requirement. However, for those that wish to have access to Best Practice for Service Support (ISBN: 0113300158) and Best Practice for Service Delivery (ISBN: 0113300174), they can be purchased from www.itSMF.com. At the site, go to your local Chapter and enter the Bookstore or Publications page. If this is not available from your local itSMF Chapter then you can order from the itSMF UK or the itSMF USA.

Course Objective

Upon completion of this course, the successful student should

- Understand how the ITIL Service Support processes can facilitate the alignment of IT process to business objectives
- Understand the ITIL Service Support model to be able to develop, implement and manage IT services

- Be able to develop a Service Support reference model for an organization
- When taken together with the ITIL Manager for Service Delivery (U8688s), be able to take and pass the Service Support and Service Delivery exams for the Manager's Certificate in ITSM

Benefits to You

- Certification is recognized by the IT Service Management Forum (itSMF) and the Institute of Data Processing Managers (IDPM)
- Certificate holders are recognized internationally as having achieved a high level of standing in their profession

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- More than 80 training locations worldwide
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Course Title: ITIL Manager for Service Support

HP Product Number: U8687s

Category/Subcategory: ITIL/Service Management

Course Length: 5 days

Level: Advanced

Delivery Language: English

To Order: You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form. This course requires a minimum of 6 participants and a maximum of 16 participants.

Next Steps: ITIL Manager for Service Delivery (UA8688s)

Next Steps: Service Manager Exam Preparation Workshop (H8990 EXIN) or (UC409S ISEB)

Next Steps: Manager's certificate service delivery exam

Next Steps: Manager's certificate service support exam

Next Steps: Recognize 25.25 PDUs (Professional Development Units) for PMI's (Project Management Institute) continuing education requirements

Detailed Course Outline

ITIL Overview

- ITIL background
- Business to IT alignment
- Benefits and ROI discussion
- Implementation options
- Risks and possible problems

Configuration Management

- Identifying and using Configuration Information
- Strategies for capturing and maintaining Configuration Data
- Leveraging Configuration Management to deliver quality services

Change Management

- Defining and building an end-to-end Change Management Process
- Defining and using change models
- Achieving a balance between control, flexibility and responsiveness

Release Management

- Defining release policies
- Planning and deploying releases
- Maintaining and using definitive software

Incident Management

- Restoring IT Services
- Incident logging, tracking and escalation
- Working with multiple levels of support

Problem Management

- The difference between Incidents, Problems and Known Errors
- Solving problems and preventing recurrence
- Proactive Problem Management

Service Desk

- Service Desk roles and functions
- Service Desk structures, tools and facilities
- Service Desk training and marketing

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