

HP Education Services Course Description

ITIL Manager for Service Delivery (U8688s)



This 5-day course is based on the Service Management model described in the IT Infrastructure Library (ITIL). The course 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. The course 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 Support (U8687s).

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

- Be able to develop a Service Delivery reference model for an organizations
- When taken together with the ITIL Manager for Service Support (U8687s), be able to take and pass the Service Delivery and Service Support 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

Why education services from HP?

- More than 80 training locations worldwide
- State-of-the-art classroom facilities
- Comprehensive student materials
- Experienced and best-in-the-field HP instructors
- Focus on job-specific skills
- Customized on-site delivery
- Hands-on practice
- Online instructor-led and self-paced training at <http://itresourcecenter.hp.com>

Course Title: ITIL Manager for Service Delivery

HP Product Number: U8688s

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 Support (UA8687s)

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

Next Steps: Manager's certificate service support exam

Next Steps: Manager's certificate service delivery exam

Next Steps: Recognize 32.5 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

Service Level Management

- Defining IT services
- Determining Service Level Requirements
- Structuring and negotiating Service Level Agreements
- Service Level Measurement

Financial Management

- Balancing service quality with costs
- Designing a Cost Model
- Communicating financial information to the Business

Capacity Management

- The Capacity Management Process
- Capacity Management tools and techniques
- Aligning infrastructure capacity to Service Level Requirements

Availability Management

- Defining and measuring IT availability from a business perspective
- Availability Management tools and techniques

IT Service Continuity Management

- Interfacing with Business Continuity Management
- Defining a Continuity Strategy
- Managing risk to IT services

© © 2006 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty or condition, express or implied, in fact or in law. HP shall not be liable for technical or editorial errors or omissions contained herein.

To locate country contact information and to learn more about education services, please visit our worldwide web site at <http://www.hp.com/learn>.

