

# HP Education Services Course Description

ITIL Practitioner Support & Restore (IPSR) (UA575s)



This 5-day course focuses on the implementation and management of the Support and Restore processes and functions that are responsible for achieving control and stability within an IT infrastructure and include effective Service Desk, Incident Management, and Problem Management, based on an effective Restore and Support system. It consists of 4 days of lectures and hands-on activities and one day of exam review with exam. The course will include individual and group assignments required for certification as well as homework.

## Audience

- IT professionals responsible for the function of the Service Desk, Incident Management or Problem Management processes
- ITIL process managers, Service Desk managers and approvers, Problem managers needing in-depth knowledge about ITIL processes
- Employees and managers responsible for executing and managing the tasks for the specific ITIL processes

## Prerequisites

ITIL Foundation for IT Service Management (H1846S) and the Foundation Certificate in ITSM.

## Course Objective

- Understand the ITIL model sufficiently to be able to develop, implement and manage an Integrated Service Desk and Incident Management framework, using Problem Management as a critical component
- Take and pass the ITIL Practitioner Support and Restore (IPSR) Certification exam that consists of the clustered disciplines of Service Desk, Incident Management and Problem Management
- Understand best practices in detecting, resolving and preventing disruptions to IT services and be able to relate how these processes contribute to the quality of IT services

## Benefits to You

- Set up and manage a Known Error database to reduce the impact of incidents to your organizations IT infrastructure
- Configure impact coding systems, attributes, and naming conventions and the key concepts that will help you avoid problems
- Effectively manage requests for service to promote company efficiency and flexibility
- Prioritize any incidents within an IT model that will have greatest impact on your organization
- Understand the ITIL processes to ensure that your organization has an effective Incident and Problem Management function
- Understand the processes required to manage Incidents, Problems and Known Errors found in the IT Infrastructure

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- State-of-the-art classroom facilities
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**Course Title:** ITIL Practitioner Support & Restore (IPSR)

**HP Product Number:** UA575s

**Category/Subcategory:** ITIL/Practitioner

**Course Length:** 5-Days of lecture and hands-on workshop

**Level:** Intermediate

**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.

**Next Steps:** ITIL Manager in IT Service Management courses: ITIL Service Manager for Service Support & ITIL Service Manager for Service Delivery.

## Detailed Course Outline

**The course will cover the typical activities of a practitioner in management of the Service Desk function, Incident Management and Problem Management processes and will focus on the following areas:**

### Managing

- Plan the key activities in the Service Desk Function and the Incident Management and Problem Management processes
- Plan the exchange of appropriate information relevant to managing of the Support and Restore processes
- Initiate actions to ensure the key activities in the Support and Restore processes meet the predefined and pre-established objectives
- Plan the monitoring and reporting on the performance and achievements of the activities in the Support and Restore processes

### Organizing

- Organize the exchange of appropriate information with other processes
- Provide Service Desk, Incident and Problem Management information to other IT Service Management processes, users and suppliers
- Maintain the procedures of the Support and Restore processes
- Organize the structure of the Service Desk function
- Set up the Service Desk responsibilities, functions, staffing levels and technologies
- Organize the relationships between the Service Desk and Incident Management
- Organize the handling of incidents
- Organize the relationships between Incident Management and Problem Management
- Organize Problem Control

- Organize Error Control
- Organize proactive Problem Management

### Optimizing

- Monitor and optimize the Support and Restore processes
- Propose improvements, based on results of monitoring and/or reviews

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