

ITIL SUPPORT & RESTORE PRACTITIONER INSTRUCTOR-LED COURSE OUTLINE

ITIL Support & Restore Practitioner (Instructor-Led Course)

Course Overview

This offering is an instructor-led course of 5 days' duration, focusing on the disciplines of **Service Desk, Incident Management and Problem Management**, and leading to the Practitioner Certificate in IT Service Management – Support & Restore from EXIN.

This course replaces the independent Service Desk/Incident Management and Problem Management Practitioner Courses.

Course Description

This course focuses on the implementation and management of the processes and functions involved in managing exceptions in normal infrastructure control and service delivery. These include being able to organize an effective Service Desk, along with the related Incident and Problem Management processes. It is aimed at optimizing quality of service by effectively responding to incidents and problems, as well as proactively preventing their occurrence.

Course work is completed in one five-day session during which participants will learn how to implement, manage and optimize the SIP processes in an organization through interactive classroom training. Learners will be prepared to sit the associated EXIN certification examination.

Target Audience

The ITIL® Support & Restore Practitioner course is appropriate for IT professionals with day-to-day responsibilities relating to one or more of the covered processes in their organization.

Typical learner candidates include ITIL Process Practitioners and ITIL Process Owners.

Learning Objectives

At the end of this course, the learner will be able to:

- ◆ Define the requirements and activities of an effective Incident and Problem Management process
- ◆ Identify areas where a given Incident Management process could be improved
- ◆ Identify the requirements of support tools and associated equipment that are required to improve the Service Desk and Incident Management process
- ◆ Determine the requirements for and consequences of SLAs, OLAs and Underpinning Contracts (UC) on Service Desk activities

- ◆ Describe the requirements of communication at the appropriate level, with both customers and the IT organization
- ◆ Define the contents of effective management reports, based on Key Performance Indicators that will be of use to Incident Management, Problem Management and the Service Level Management processes
- ◆ Explain how these processes relate with other Service Support processes
- ◆ Understand the reactive and proactive activities involved in Problem Management
- ◆ Produce Management Information

Student Prerequisites

- ◆ EXIN requires that practitioner classes may have no fewer than 6 participants and not more than 16.
- ◆ Participants should have ITIL Foundation certificate and 2 years of relevant work experience.

Practitioner Certification

The "Practitioner Certificate in IT Service Management – Support & Restore" is awarded by EXIN to learners who have successfully completed this course, and achieved a score of 65% or better on the two-hour multiple choice examination based on a case study presented to learners in this course.

The Practitioner Examination is usually scheduled immediately following the conclusion of this course.

For information about Class availability and Registration:

McGarahan & Associates
27015 Maiden Moor Lane
Yorba Linda, CA 92887
(714) 694-1158
pete@mcgarahan.com
www.mcgarahan.com