

ITIL® V2 Practitioner Certification Program - ITIL® Support and Restore (IPSR) - 5 Days

Course Overview

This new program replaces the individual Service Desk / Incident management and Problem Management Practitioner courses. It focuses on the implementation, management, organization and optimization of integrated processes required for achieving quality support within an IT infrastructure and related IT Services.

The Support and Restore program is offered over a 5-day period and includes 40 hours of student-instructor interaction; a 2 hours formal certification exam on the afternoon of the fifth day. The course is 40 percent lecture and 60 percent hands-on individual and group practical exercises.

- The success in achieving certification is highly dependant upon participants' effort in doing their homework, and self-study after the program. Therefore, it is highly recommended that the exam be scheduled one week to maximum two weeks after the training to allow sufficient time for preparation
- Also available in workshop format without examination
- Program added value - provides consultancy advice and sample reusable documents

Duration

Five days

Delivery Methods

- Instructor led Classroom environment
- Virtual Web-based

Audience

IT professionals responsible for implementing and/or executing tasks within the Service Desk, Incident and Problem Management processes

- Process Manager (for Incident and Problem Management process)
- Manager of the Service Desk function - Incident coordinator
- Problem coordinator
- Service Desk team leader or supervisor IT Service and Project Manager
- Senior technical and operational staff
- IT professionals and Consultants working in the area of IT Service Support and/or IT operations
- IT working in the area of IT service delivery and/or IT operations
- IT customers responsible for infrastructure Service and Support

Prerequisites

- Foundation Certificate in IT Service Management
- Practical experience in the field of Service Desk, Incident and Problem Management

Program Objectives

An effective lecture designed at achieving a clear understanding the new ITIL® V3 Best Practice and Service Management lifecycle model

Program Contents

Through a series of lectures designed at achieving a clear understanding the ITIL® Best Practice model, and through various practical, individual and group assignments and discussions, participants will gain the necessary knowledge enabling them to develop, implement, manage, organize and optimize an integrated Service Desk function with the Incident and Problem Management processes based on an effective Service and Support system.

Program assignments are not only designed to provide participants with practical hands-on experience, they also provide valuable re-utilizable models. The program prepares participants to take and successfully achieve formal certification in the Support and Restore Practitioner Program

IPSR program objectives include the discussion and introduction of:

- Service Management
- The new role of IT
- Common points of failure for IT
- Benefits of good infrastructure IT service and support
- Common process design and planning factors
- ISO/IEC 20000® standard key concepts and interpretation
- Designing and standardizing processes
- Defining process roles
- Service Management tools
- Interpretation and application of ITIL® Service Support theory

Service Desk

- Service Desk goal and objectives
- Service Desk benefits
- Service Desk activities
 - User support
 - Facilitate the restoration of normal operational service
 - Promote added-value of the Service Desk
 - Assist in the identification of business opportunities

- Interface with other processes and functions
- Manage communication
- Incident ownership - tracking, monitoring, escalation, and communication
- Planning an effective and integrated Service Desk Function
 - Planning and effective and integrated function
 - Service Desk structures and types
 - Integrated Service Management tools for the Service Desk
 - Defining the scope of the function
 - Defining Service Requests
 - Service Desk roles and responsibilities
 - Development of Service Desk procedures
 - Critical Success Factors for and effective Service Desk
 - Service Desk Quick Wins
 - Establish the interdependencies with other IT disciplines and Service Management processes
- Understanding Service Desk Key Performance indicators (KPIs)
- Service Desk performance reporting
- Service Desk Function performance review for efficiency and effectiveness
- Recognize and overcome common roadblocks

Incident Management

- Incident Management goals and objectives
- Business Drivers for Incident Management
- Incident Management benefits
- Incident Management activities
 - Detection and recording
 - Classification and initial support
 - Investigation and diagnosis
 - Resolution and recovery
 - Incident closure
 - Ownership, monitoring, and tracking of Incidents
 - Performance reporting
- Planning an effective and integrated Incident Management process
 - Planning the process
 - Process tools and techniques
 - Process Inputs and Outputs
 - Contents of an Incident Record
 - Incident Management required documentation
 - Designing classification scheme
 - Designing an effective Escalation chart
 - Developing an effective Incident Recording standard

- Establishing Incident priority and related criteria
- Integration to Problem Management and other processes
- Developing an effective Incident Closure standard
- Roles and responsibilities of Incident Management
- Possible problems and consequences
- Key performance indicators (KPIs)
- Auditing the processes
- Recognize process improvement opportunities

Problem Management

- Problem Management goals and objectives
- Problem Management key definitions
- Problem Management benefits
- Problem Management activities
 - Problem Classification and Prioritization
 - Problem Control
 - Error Control (live and development environments)
 - Proactive problem Management
 - Regular and on-going tasks
 - Periodic and occasional tasks
 - Handling Major Problems
- Planning an effective and integrated Problem Management process
 - Planning the process
 - Process tools and techniques
 - Process Inputs and Outputs
 - Contents of an Problem and Error Record
 - Developing a Problem tracking form
 - Problem Management required documentation
 - Problem Management investigation techniques
 - Relationships with other processes and functions
 - Roles and responsibilities of Problem Management
 - Possible problems and consequences
 - Key performance indicators (KPIs)
 - Auditing the processes
 - Recognize process improvement opportunities

The ITIL Service and Restore Organization

- Establishing an effective and efficient IT Service Management Program
- Planning considerations
- The Service and Support organization

- Defining the roles
- Process Owner and Manager responsibilities
- Service and Support team structures
- Key IPSR roles

Program Material (handout)

The Support and Restore Practitioner program includes the following program material as well as a collection of valuable reusable reference documentation:

- Program slide presentation
- Support and Restore processes and function course notes
- Sample examination questions and answers
- A collection of valuable documentation
 - Sample Incident recording standard
 - Sample skills matrix and escalation chart
 - Sample priority definition
 - Sample Incident closure criteria
 - Sample classification
 - Sample standard document template
 - Problem Management investigation techniques
 - Process Owner and Manager responsibilities
 - ITIL® acronyms and glossary