



hp services

education

course description

ITIL V2 Manager Certificate in Service Management

course overview

This course guides you in how to use ITIL processes within your own organization. You become familiar with the task of the service manager and learn how to improve your organization's ITIL infrastructure management. This course covers the "why" and "what" of modules for service management followed by the practical "how" questions. The course will be structured on the ITIL IPW™ model.

This intensive program will be delivered via mentoring, self study & classroom sessions. Throughout the program the students will have access to a ITIL consultant. The program runs over a period of 10 weeks.

audience

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

benefits to you

- Dramatically improve cooperation between business developers, providers, and IT service professionals.
- Facilitate extremely improved business communication.
- Understand how business demands translate into technical requirements, from a financial, availability and capacity perspective
- Understanding of process & resource deployment
- 3 years experience within an IT Service provider

pre-requisites

- Project management experience
- Communication & leadership skills
- Passing performance on the exam for the Foundation Certificate in IT Service Management.

course objectives

At the conclusion of this course you will be able to:

- Identify the most important operational processes in your IT service model.
- Define infrastructure requirements for your IT services as well as techniques that will aid you meeting those needs.
- Analyze core and steering processes of an IT environment.
- Analyze organization dynamics.
- Implement a project plan for service management responsibilities.
- Improve presentation and meeting skills.

Mode of delivery

- 5-day intensive classroom session for Service Support
- 5-day intensive classroom session for Service Delivery
- 2-day instructor led Exam preparation
- 2 x 3 hours ITIL Masters Exam

why hp education services?

- Experienced and best-in-the-field instructors
- Comprehensive student materials
- State-of-the-art classroom facilities

Price (with Certification)

- Hands-on practice
- Focus on job-specific skills
- More than 260 locations worldwide
- Customized on-site delivery
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- Singapore Dollars \$9,500 (EXIN Exam)
- Hong Kong Dollars \$20,000 (ISEB Exam)

Price Includes:

- HP books
- 2 instructors for all ITIL classroom sessions as required by the ITIL certification board.

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