



## **ISEB Foundation Certificate in IT Service Management – V3**

An intensive, enjoyable 3-day course that provides a firm foundation in IT Service Management best practices principles and processes. The course is based on V3 of the IT Infrastructure Library (ITIL®) and is fully accredited by ISEB. Certification also provides an entry pre-requisite for related courses

Delegates will gain a clear understanding of the service management lifecycle principles and key processes, and how they relate to the business, customers and industry standards. You will learn from many real world examples and discover approaches to help you implement and apply service management principles.

ITIL® V3 contains all of the V2 processes and concentrates on the IT Service lifecycle, considering overall business strategy, service design, transition and operation, all within a continual service improvement environment.

### **Who should attend**

There are no mandatory pre-requisites although some experience in IT is recommended. Anyone who is working in any aspect of IT Service Management, whether implementing a service improvement programme, involved with one or more of the IT Service Management processes or just wanting to gather some ideas and advice for improvement will benefit

### **Course Outline**

#### **Introduction**

- ◇ Aims and Objectives
- ◇ The need for professional service management
- ◇ Overview of ITIL® and relationship to ISO/IEC 20000 (the IT Service Management standard) and other industry standards and practices
- ◇ Quality Management in IT Service Management

#### **Service Strategy and Design**

- ◇ Ensuring IT strategy aligns with the overall business
- ◇ Using the Service Portfolio
- ◇ Developing and maintaining Customer and Supplier relationships
- ◇ Service Level Agreements - What to include and what to leave out
- ◇ Managing Security, Availability and Continuity of services
  - Predicting, defining, optimizing and measuring availability
  - Risk assessment and management
  - Creating, testing and maintaining recovery plans
- ◇ Financial and Capacity Management
  - Establishing the true cost of providing a service
  - Forecasting and managing the future IT infrastructure requirements

#### **Service Transition**

- ◇ Managing Assets and Configurations, Changes, Release and Deployment
  - The organisational issues
  - Identifying, documenting and managing the infrastructure, its components and their inter-relationships
  - Assessing the risks, costs and benefits of changes
  - Issues of testing and acceptance of changes and releases
  - Handling all types of changes and releases promptly and safely
  - Managing successful roll-outs of new and changed services



## **Service Operation**

- ◇ The Service Desk
- ◇ Managing incidents, events, service failures and service requests
- ◇ Managing and resolving problems and recurring failures
  - Analysing trends in service behaviour
  - Proactive prevention of failures

## **Continual Service Improvement**

- ◇ Plan-Do-Check-Act and the process improvement model
- ◇ Performance measurement
- ◇ The 7 Step improvement cycle

## **ISEB Examination**

The ISEB Foundation Certificate is awarded to candidates who pass a one-hour multiple-choice examination held at the end of the course. It is a stand-alone qualification in its own right, and also satisfies the pre-requisites for entry to further ITIL® courses and many related courses such as ISO/IEC 20000 Consultancy.

## **Course Timings**

The course is held over 3 days, with sample exam questions to help familiarise delegates with the nature of typical exam questions. The final examination is held on the afternoon of the third day, and takes 1 hour.

## **Your Presenter**

All Bishops Beech instructors have extensive practical consultancy experience in the real world at all levels, public and private sector, are highly experienced instructors and are qualified to the highest levels in IT Service Management.