

ISEB Foundation Certificate in IT Service Management

An intensive and enjoyable 3-day course that provides a firm foundation in IT Service Management best practices and processes. The course is based on the IT Infrastructure Library (ITIL) and is fully accredited by ISEB.

The Foundation Certificate is the first level of professionally recognised qualifications and is awarded to candidates who pass a one-hour multiple-choice examination held at the end of the course

Delegates will gain a clear understanding of the relationships between the business, customer, service management processes, industry standards and methodologies. You will learn from many real world examples and discover approaches to help you implement and apply service management principles.

Who should attend

Anyone who is working in any aspect of IT Service Management, implementing one or more of the IT Service Management processes or implementing BS15000

Course Outline

Introduction

- Aims and Objectives
- The need for professional service management
- Requirements and processes of ITIL and the BS15000 IT Service Management standard
- Quality Management in IT

Service Support Processes

- The Service Desk
- Managing incidents and operational events
- Managing problems and their resolution
 - Analysing service behaviour
 - Preventing future problems
- Managing Configuration, Change and Releases
 - The organisational issues
 - Identifying and managing the infrastructure and its components
 - Measuring the impact of change
 - How to handle changes quickly and safely
 - How to ensure successful roll-out of new and changed services

Service Delivery Processes

- Developing and maintaining customer relationships
- Service Level Agreements - What to include and what to leave out
- Managing Availability and Continuity of services
 - Predicting and measuring availability
 - Risk assessment and management
- Financial and Capacity Management
 - Establishing the true cost of providing a service
 - Forecasting and managing the future IT requirements

...and the ISEB Examination.