



The ITIL Managers Certificate in IT Service Management

Overview

This course provides IT managers and practitioners with practical guidance on the design, implementation and management of an ITIL based services framework, based on ITIL best practice guidelines. ITIL is a registered trademark of the office of government commerce (OGC).

Objectives

The manager's certificate is obtained by attending 2 short courses and a revision workshop covering ITIL Service Delivery and Service Support. By the end of the programme delegates will be able to:

- Design, implement and manage an IT service framework based on ITIL best practice guidelines
- Register for and complete the ITIL Managers Certificate in IT Service Management examination, fully accredited by ISEB and the Office of Government Commerce



The ITIL Managers Certificate in IT Service Management

Who should attend?

This course is for IT managers and practitioners involved in the strategy, design, implementation and delivery of business IT services, who have at least 5 years relevant experience and hold the Foundation Certificate in IT Service Management.

Duration

2 x 5 day courses
+ 1 x 1 day revision course
(11 days in total)

Having completed the courses and registered with the awarding body, you can complete the examination at a time to suit you. The Foundation Certificate in IT Service Management is a pre-requisite for completion of the Managers Certificate Examination.

Outline Content

- **Part one**
5 days
ITIL Service Delivery
 - Service level management
 - Financial management for IT services
 - Availability management
 - Capacity management
 - IT service continuity management
- **Part two**
5 days
ITIL Service Support
 - Configuration management
 - Change management
 - Service desk and incident management
 - Problem management
 - Release management
 - Service management tools
 - Implementing service management
- **Part three**
1 day
Revision Workshop
 - Examination tips
 - advice and guidance
 - Revision of key points for each service process
 - The examination case study

All Atkins consultants are experienced practitioners. Their objective is to share with delegates their commitment to best practice through the use of the ITIL Service Management Framework and all are accredited by ISEB to deliver ITIL courses.

For further information about the events we run, to book your place on this course or to discuss tailored events for your organisation please telephone:

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Alternatively view our course descriptions and book on-line at www.atkinsglobal.com/accl

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