

ITIL Intermediate One/Two Day(s) Fast Track (SO / OSA)

Workshop Description:

ITIL is comprised of five core publications: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement, promoting alignment with the business as well as improving operational efficiency. The official ITIL qualification scheme describes two streams, the Service Lifecycle stream and the Service Capability stream. Both ITIL SO (Service Operation) Exam and IT OSA Exam are part of the ITIL Intermediate certification (different streams). The workshop prepares candidates to take the ITIL Service Operation Intermediate exam in one/two day(s) and provide valuable knowledge that can be implemented in the workplace. Participants should have chosen Capability Stream or Life Cycle Stream.

Workshop and Learning Objectives:

1. The concept of Service Operation and Service Management
2. The role of Lifecycle and Operational activities (requirement and considerations)
3. The Service Desk concept
4. Managing Changes
5. Challenges, Critical Success Factors and Risks
6. The purpose, goal and objectives:
 - Event Management Process
 - Incident Management Process
 - Problem Management Process
 - Request Fulfilment Process
 - Access Management Process

Workshop Approach:

Participants will learn the principles and core elements of the Service Operation as well as focusing on the processes & roles, activities and their execution throughout the Service Lifecycle. With interactive approach and by combining lecture, discussion and case studies as well as pass exam questions to prepare participants to pass the SO and OSA exams.

Topics:

1. Overall Case Study
2. Event Management
3. Service Desk
4. Incident Management
5. Problem Management
6. Request Fulfilment
7. Access Management
8. Other Functions
9. Technology and Implementation Considerations
10. Activities, Processes and integration
11. Challenges and Critical success factor and Risk

ITIL Intermediate One/Two Day(s) Fast Track (SD/PPO)

Workshop Description:

ITIL is comprised of five core publications: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement, promoting alignment with the business as well as improving operational efficiency. The official ITIL qualification scheme describes two streams, the Service Lifecycle stream and the Service Capability stream. Both ITIL Service Design (SD) Exam and IT Planning, Protection and Optimization (PPO) Exam are part of the ITIL Intermediate certification (different streams). The workshop prepares candidates to take the ITIL SD/PPO Intermediate exam in one/two day(s) and provide valuable knowledge that can be implemented in the workplace. Participants should have chosen Capability Stream or Life Cycle Stream.

Workshop and Learning Objectives:

1. The concept of Service Design and Service Management.
2. The role of Lifecycle and Design activities Challenges
3. Critical Success Factors and Risks.
4. The purpose, goal and objectives:
 - Design Coordination Process
 - Service Level Management Process
 - Service Catalogue Management Process
 - Availability, Capacity, Continuity and Information Security Process
 - Supplier Management Process

Workshop Approach:

Participants will learn the principles and core elements of the Service Design as well as focusing on the processes & roles, activities and their execution throughout the Service Lifecycle. With interactive approach and by combining lecture, discussion and case studies as well as pass exam questions to prepare participants to pass the SD and PPO Exams.

Topics:

1. Overall Case Study
2. Service Design processes
3. Technology and Implementation Considerations
4. Activities, Processes and integration
5. Challenges and Critical success factor and Risks

ITIL Intermediate One/Two Day(s) Fast Track (SOA)

Workshop Description:

ITIL is comprised of five core publications: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement, promoting alignment with the business as well as improving operational efficiency. The official ITIL qualification scheme describes two streams, the Service Lifecycle stream and the Service Capability stream. The Service Lifecycle stream focuses on ITIL practices within the Service Lifecycle context. The prime focus is the Lifecycle itself as well as the process and practice elements used within it. The Service Capability stream is for those who wish to obtain an in depth understanding of ITIL processes and roles. Attention to the Service Lifecycle is illustrated as part of the curriculum but the primary focus is the on the process activities, execution and use throughout the Service Lifecycle. The ITIL Service Offerings & Agreements (SOA) workshop is part of the ITIL Intermediate Capability certification stream. The workshop prepares participants to take the ITIL Service Offerings & Agreements intermediate exam as well as providing valuable knowledge that can be implemented in the workplace.

Workshop and Learning Objectives:

1. The purpose, goal and objectives of the Service Level Management (SLM) process
2. The concept of Service Management as a practice
3. The functions & processes across the Lifecycle
4. The Service Portfolio and its relationship with the Service Catalogue and Service Pipeline
5. The purpose, goal and objectives of Service Catalog Management
6. The purpose, goal and objectives of Demand Management
7. The purpose, goal and objectives of Supplier Management
8. The purpose, goal and objectives of Financial Management
9. Technology Implementation considerations

Workshop Approach:

Participants will learn the principles and core elements of the Service Capability approach to ITService Management as well as focusing on the processes & roles, activities and their execution throughout the Service Lifecycle. With interactive approach and by combining lecture, discussion as well as pass exam questions to prepare participants for the Service Offerings & Agreements certification exam. Throughout the workshop, participants will gain valuable practical knowledge that can be rapidly applied in the workplace. Integrated case studies also deepen the participants' appreciation of how ITIL best practices can be applied in order to improve IT performance. Practical assignments will be used to enhance the learning experience.

Concepts Covered:

- INTRODUCTION
- SERVICE PORTFOLIO MANAGEMENT
- SERVICE CATALOG MANAGEMENT
- SERVICE LEVEL MANAGEMENT
- DEMAND MANAGEMENT
- SUPPLIER MANAGEMENT
- FINANCIAL MANAGEMENT
- BUSINESS RELATIONSHIP MANAGER
- ROLES AND RESPONSIBILITIES
- TECHNOLOGY AND IMPLEMENTATION CONSIDERATIONS

ITIL Intermediate One/Two Day(s) Fast Track (RCV)

Workshop Description:

ITIL is comprised of five core publications: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement, promoting alignment with the business as well as improving operational efficiency. The official ITIL qualification scheme describes two streams, the Service Lifecycle stream and the Service Capability stream. The Service Lifecycle stream focuses on ITIL practices within the Service Lifecycle context. The prime focus is the Lifecycle itself as well as the process and practice elements used within it. The Service Capability stream is for those who wish to obtain an in depth understanding of ITIL processes and roles. Attention to the Service Lifecycle is illustrated as part of the curriculum but the primary focus is the on the process activities, execution and use throughout the Service Lifecycle. The ITIL Release, Control & Validation (RCV) workshop is part of the ITIL Intermediate Capability certification stream. The workshop prepares candidates to take the ITIL Release, Control & Validation intermediate exam as well as providing valuable knowledge that can be implemented in the workplace.

Workshop and Learning Objectives:

1. The concept of Service Management as a practice
2. The purpose, goal and objectives of the Change Management Process
3. The purpose of the SACM process and the goal of Configuration Management
4. The use of a Configuration Management System (CMS), and its major components, in supporting the effective execution of SACM process
5. The purpose, goal, objectives and scope of the RDM process
6. The purpose, goal and objectives of the SVT process
7. The purpose, goal, objectives and scope of the KM process
8. The purpose, goal, objectives and scope of the Service Evaluation process
9. The purpose and scope of the Request Fulfilment process

Workshop Approach:

Participants will learn the principles and core elements of the Service Capability approach to ITService Management as well as focusing on the processes & roles, activities and their execution throughout the Service Lifecycle. With interactive approach and by combining lecture, discussion and case studies as well as pass exam questions to prepare participants for the Intermediate Release, Control & Validation certification exam. Throughout the workshop, participants will gain valuable practical knowledge that can be rapidly applied in the workplace. Integrated case studies also deepen the participants' appreciation of how ITIL best practices can be applied in order to improve IT performance. Practical assignments will be used to enhance the learning experience.

Concepts Covered:

- WORKSHOP INTRODUCTION
- CHANGE MANAGEMENT
- SERVICE ASSET AND CONFIGURATION MANAGEMENT
- RELEASE AND DEPLOYMENT MANAGEMENT
- SERVICE VALIDATION AND TESTING
- KNOWLEDGE MANAGEMENT
- SERVICE EVALUATION
- REQUEST FULFILLMENT
- ROLES AND RESPONSIBILITIES
- TECHNOLOGY AND IMPLEMENTATION CONSIDERATIONS

ITIL Intermediate One/Two Day(s) Fast Track (MALC)

Workshop Description:

ITIL is comprised of five core publications: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement, promoting alignment with the business as well as improving operational efficiency. The official ITIL qualification scheme describes two streams, the Service Lifecycle stream and the Service Capability stream. The Service Lifecycle stream focuses on ITIL practices within the Service Lifecycle context. The prime focus is the Lifecycle itself as well as the process and practice elements used within it. The Service Capability stream is for those who wish to obtain an in depth understanding of ITIL processes and roles. Attention to the Service Lifecycle is illustrated as part of the curriculum but the primary focus is the on the process activities, execution and use throughout the Service Lifecycle. The ITIL Managing Across the Lifecycle (MALC) workshop offers candidates the ability to achieve the ITIL Expert certification upon passing the ITIL Managing Across the Lifecycle exam. The workshop prepares candidates to take the ITIL Managing Across the Lifecycle Intermediate exam as well as providing valuable knowledge that can be implemented in the workplace. This certification completes the ITIL Intermediate Lifecycle and Capability streams by focusing on the knowledge required to implement and manage the necessary skills associated with the use of the Service Lifecycle.

Workshop and Learning Objectives:

1. Managing the planning and Implementation of IT Service Management
2. Lifecycle positioning and transition
3. How to achieve business value with people, process and function
4. Challenges, Critical Success Factors and risks to service management
5. Risk Management
6. Lifecycle project assessment
7. Management of strategic change
8. Understanding complementary industry guidance

Workshop Approach:

Participants will learn to implement, manage and improve Service Management according to ITIL best Practices. With interactive approach and by combining lecture, discussion and case studies as well as pass exam questions to prepare participants for the Managing Across the Lifecycle certification exam. Throughout the workshop, participants will gain valuable practical knowledge that can be rapidly applied in the workplace. Integrated case studies also deepen the participants' appreciation of how ITIL best practices can be applied in order to improve IT performance. Practical assignments will be used to enhance the learning experience.

Concepts Covered:

- WORKSHOP INTRODUCTION
- MANAGEMENT OF STRATEGIC CHANGE (MOC)
- RISK MANAGEMENT
- PLANNING AND IMPLEMENTING
- UNDERSTANDING ORGANIZATIONAL
- CHALLENGES
- SERVICE ASSESSMENT
- UNDERSTANDING COMPLEMENTARY INDUSTRY GUIDANCE AND TOOL STRATEGIES
- EXAM PREPARATION