



# Davern itSM

IT Service Management Consulting and Training Services

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## Training Brochure

August 2010

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**itSMF**  
— Member —



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## ISO/IEC 20000 Awareness Course

Half day public or private course

### Course Overview

The course provides delegates with an overview of ISO/IEC 20000 the International Standard for IT Service Management and will include:

- Recap on IT Service Management and ITIL
- ISO/IEC 20000 standard and certification process
  - Introduction and background
  - Use and application of the standard (Parts 1, 2, 3 and 5)
  - Role of toolsets
  - Assessments and audits
  - The certification scheme
  - Eligibility and scoping
  - Benefits of achieving ISO/IEC 20000
- Overview of the ISO/IEC 20000 Service Management standard
  - Requirements for a Management System
  - Planning and implementing service management
  - Planning and implementing new and changed services
- Overview of ISO/IEC 20000 processes
- Relationship with other standards
  - ISO/IEC 27001 Information Security Management System
  - ISO/IEC 38500 Corporate Governance of IT
- Roadmap to compliance with the requirements of the standard

### Course Objectives

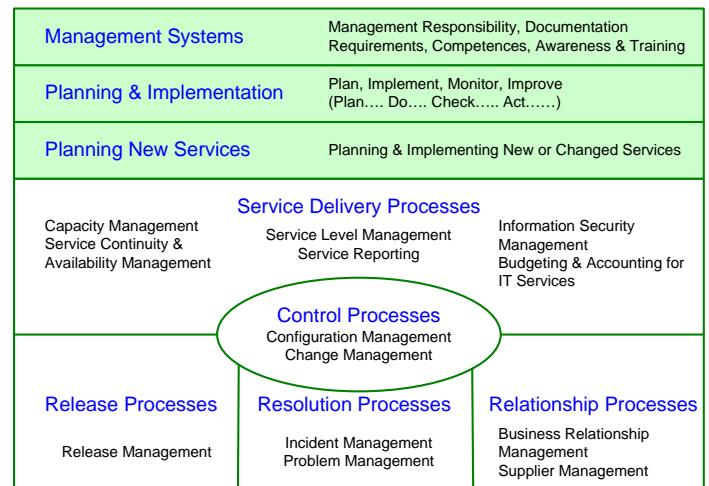
- To provide a basic overview of the ISO/IEC 20000 standard
- To provide an understanding of the certification process
- To review the benefits of achieving certification against the requirements of ISO/IEC 20000

### Target Audience

The course is aimed at all levels within the organisation who want to gain an overview of the elements of the ISO/IEC 20000 standard and the certification process. Delegates would normally have at least a basic understanding of the principles of IT Service Management and a basic understanding of ITIL.

### Documentation

Delegates are provided with an in course hand-out and a copy of the *itSMF* pocket guide: Planning and Achieving ISO/IEC 20000 Certification.



To purchase a copy of the standard visit:

[www.iso.org](http://www.iso.org)





## ISEB ISO/IEC 20000 Foundation Certificate

3 Day public or private course

### Course Overview

This ISO/IEC 20000 Foundation Certificate covers the knowledge required to gain an understanding of the content and requirements of the international standard, ISO/IEC 20000: IT Service Management. It covers the certification requirements of ISO/IEC 20000-1:2005 and how the guidance in ISO/IEC 20000-2:2005 can be adopted by an organisation to deliver effective managed services and continually improve those services.

The course is aimed at staff in internal or external service provider organisations who require knowledge and understanding of the ISO/IEC 20000 standard and its content. It will provide:

- Service owners, process owners and other service management staff with an awareness of and familiarity with the ISO/IEC 20000 standard
- Individuals with the necessary knowledge to assess the relevance and importance of the ISO/IEC 20000 standard to the service management activities within their own organisations
- Managers and team leaders with a knowledge of a typical ISO/IEC 20000 IT service management system
- Internal auditors, process owners, process reviewers, and assessors with a good knowledge of the standard, its contents and justification of the need for internal reviews, assessments and audits
- Evidence that delegates have achieved a Foundation level of knowledge of the ISO/IEC 20000 standard

This qualification does not provide the advanced level of knowledge for external auditors, consultants or those managing implementation of the standard in a service provider organisation. Auditors, consultants and implementers may want to consider the itSMF Consultants or Auditor courses which provide more detail on the use of the standard.

### Target Audience

The target audience includes employees of both internal and external service providers organisations who require knowledge and understanding of the ISO/IEC 20000 standard and its contents.

### Course Objectives

Candidates will be able to demonstrate their competencies in, and their ability to:

- Describe the scope, aims and use of the ISO/IEC 20000 Specification and Code of Practice through an understanding of the roles on the component parts of the standard
- Explain and understand the role of integrated service management systems within the requirements for certification
- Explain and understand the scoping and eligibility within the requirements of certification
- Explain and understand the requirements of the management system and the Plan, Do, Check, Act cycle
- The course also covers the need to:
  - Plan and implement IT service management
  - Report on IT services and service management processes
  - Schedule and conduct regular reviews, assessments and audits
  - Plan and prepare for an ISO/IEC 20000 audit
  - Plan for continual service improvement

### Pre-Requisites

2 years IT service management experience or ITIL Foundation certificate

### Documentation

Delegates are provided with an in course hand-out and a copy of the *i*SMF pocket guide: Planning and Achieving ISO/IEC 20000 Certification.

### Examination

40 questions  
Multiple Choice  
26 questions correct out of 40 required to pass  
ISEB Accredited



## itSMF accredited ISO/IEC 20000 Consultant

3 Day public or private course

### Course Overview

This Management Track qualification is designed to communicate the details of consulting within the itSMF certification scheme guidelines. It includes :

- Introduction and background to ISO/IEC 20000
- Certification scheme explained
- ISO/IEC 20000 overview; terminology, process and objectives
- ISO/IEC 20000 Scoping and Eligibility (Applicability)
- ISO/IEC 20000 Part 1 in detail : The Specification for Service Management
- ISO/IEC 20000 Part 2 in detail : The Code of Practice for Service Management
- ISO/IEC 20000 Part 3 overview : Guidance on scope definition and applicability of ISO/IEC 20000-1
- ISO/IEC 20000 Part 5 overview : Exemplar implementation plan for ISO/IEC 20000-1
- Implementation of ISO/IEC 20000
- Use and application of ISO/IEC 20000
- Preparation for formal certification and surveillance audits
- The role of the Service Management toolset in certification
- Pitfalls to be aware of and how these can be addressed
- Exam practice and preparations
- Our delegates enjoy pass rates that well exceed the average for all other course providers for this qualification.

### Target Audience

This course is aimed at process practitioners, project managers, internal auditors and consultants who are working with clients to develop their certification strategy and understand their clients' current capability against the standard.

### Delivery Method

Interactive Classroom

### Pre-Requisites

- ITIL® Service Management Foundation certificate with good communication skills
- IT practitioner or manager with at least 5 years general IT experience and at least 3 years experience in an ITSM environment as a practitioner, supervisor or manager
- ITSM consultant with at least 5 years general IT experience

### Documentation

Delegates are provided with an in course hand-out and a copy of the *i*SMF pocket guide: Planning and Achieving ISO/IEC 20000 Certification.

### Examination

Written Paper plus a 25 question multiple choice paper  
A combined score of both papers of 65% is required to pass



## ***itSMF* accredited ISO/IEC 20000 Auditor**

2 Day public or private course

### **Course Overview**

This Auditing Track qualification is designed to communicate the details of auditing within the *itSMF* certification scheme guidelines. It includes :

- Introduction and background to ISO/IEC 20000
- The *itSMF* Certification scheme explained
- Use and application of ISO/IEC 20000
- ISO/IEC 20000 Scoping and Eligibility (Applicability)
- ISO/IEC 20000 overview; terminology, processes and objectives
- ISO/IEC 20000 Part 1 in detail : The Specification for Service Management
- The role of the Service Management toolset in certification
- ISO/IEC 20000 Part 2 overview : The Code of Practice for Service Management
- ISO/IEC 20000 Part 3 overview : Guidance on scope definition and applicability of ISO/IEC 20000-1
- ISO/IEC 20000 Part 5 overview : Exemplar implementation plan for ISO/IEC 20000-1
- Exam practice and preparations
- Our delegates enjoy pass rates that exceed the average for all other course providers for this qualification.

### **Target Audience**

The target audience includes auditors who are an employee or associate of a Registered Certification Body Certified internal auditors performing audits

### **Delivery Method**

Interactive Classroom

### **Pre-Requisites**

Certified ISO 9001, TickIT or other equivalent qualified auditor with 3 years general IT auditing experience with good communication skills

**or**

Certified internal auditor with at least 3 years general IT auditing experience with good communication skills

### **Documentation**

Delegates are provided with an in course hand-out and a copy of the *itSMF* pocket guide: Planning and Achieving ISO/IEC 20000 Certification.

### **Examination**

25 multiple choice questions

18 questions correct out of 25 to pass



## ITIL® V3 Foundation Bridging Course

2 Day public or private course

### Course Overview

The ITIL® V3 Foundation Bridging Course gives candidates a fast track route to an ITIL® V3 Foundation certificate. This one day course is designed to help those delegates who currently hold an earlier version of the ITIL Foundation certificate to progress through the new ITIL Version 3 exam structure.

### Course Objectives

The aim of the course will be to give you an overview of the new topics in ITIL® Version 3 as follows:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

It will also help you to understand the main differences between earlier ITIL® versions and to achieve the ITIL Foundation Bridging Certificate in IT Service Management.

### Delivery Method

Interactive Classroom

### Pre-Requisites

Only existing holders of the ITIL® Version 1 and 2 Foundation certificates should attend this course.

### Examination

The examination is a 30 minute 'closed book' exam consisting of 25 multiple choice questions, and is invigilated by ISEB. The pass mark is 13/20 (65%)



## ITIL® V3 Managers Bridging Course

5 Day public or private course

### Course Overview

This course updates your ITIL Managers certificate (red badge) to the new Version 3 Expert qualification. It will also provide you with knowledge of the current 'Best Practice' concepts and terminology in Service Management giving you an up-to-date approach enabling your organisation to increase productivity, save costs and improve customer service. Individuals who require an understanding of the new ITIL framework and how it may be used to enhance the quality of IT Service Management within their organisation should attend this course, The course is led by a qualified instructor, using lectures, discussions, exercises and mock examination in preparation for the multiple choice ISEB Examination which is held at the end of the course.

### Course Content:

#### Introduction

ITIL background; Reasons for the ITIL refresh; The new structure of ITIL (core, complementary and web based material)

#### Service Management as a Practice

The concept of a Service The concept of Service M Objectives of the Service Lifecycle and creating business value

#### Service Strategy

Establishing an overall strategy for IT Services & ITSM Explaining how Service Assets are the basis for Value Creation Describing the basics of Value Creation through Services Implementing the four main activities in the Service Strategy process New process and roles: Service Portfolio Management (SPM)

### Service Design

Establishing solutions to meet requirements Defining the five major aspects of Service Design Looking at different Service Sourcing approaches and options New and changed processes and roles in Service Design : Service Catalogue Management Information Security Management (ISM) Supplier Management

### Service Transition

Managing the transition through the lifecycle The Service V model New and changed processes and roles in Service Transition : Release and Deployment Management

### Service Operation

The day-to-day management of IT Services Managing conflicting balances in Service Operation New and changed processes and roles in Service Operation : Event Management Request Fulfilment Access Management New and Changed Functions : The Technical Management function The Application Management function The IT Operations Management function (IT Operations Control and Facilities Management)

### Continual Service Improvement

Managing improvements to IT Services and ITSM Processes The Continual Service Improvement Model Establishing Baselines The '7 step' improvement process The importance of metrics in Improvement Technology and Architecture Benefits of automation Operational requirements

### Pre-Requisites

Candidates must currently hold a Managers Certificate in a previous version of ITIL.

### Examination

The examination is a 90 minute 'closed book' exam consisting of 20 complex multiple choice questions, and is invigilated by ISEB. The pass mark is 16/20 (80%)



## ITIL V3 Foundation Certificate in IT Service Management

3 Day public or private course

### Course Overview

#### Service Management as a practice -

What is a service?

What is service management as a practice?

#### The Service Lifecycle -

Understanding the service lifecycle and the objectives and business value for each phase in the lifecycle.

#### Key Concepts -

Understanding the key concepts and terminology used within Service Management.

#### Key Principles and Models -

#### Service Strategy

- What is service strategy.
- The 3 types of service providers.

#### Service Design

- The importance of the 4 "P's".
- The 5 major aspects of Service Design.
- The 7 sourcing approaches.

#### Service Transition

- The service V model.

#### Service Operation

- The polarised requirements of Service Operation e.g. stability versus responsiveness.
- The importance of communication.

#### Continual Service Improvement

- The PDCA and CSI models.
- The importance of measurements and Governance.

#### Processes -

- The 4 main activities within Service Strategy.
- The 4 key processes within Service Design.
- The 3 essential processes used in Service Transition.
- The 4 day to day processes of Service Operation.
- The 7 step improvement process of CSI.

#### Functions -

The service desk and its reliance on other Service management functions.

#### Roles -

The roles and their associated responsibilities within Service management.

### Target Audience

- Individuals who require a basic understanding of the ITIL® framework and how it may be used to enhance the quality of IT service management within an organisation.
- IT professionals working within an organisation that has adopted and adapted ITIL® to enable them to understand and therefore contribute to the ongoing service improvement programme.

### Delivery Method

Interactive Classroom

### Objectives & Benefits

On successful completion of the course delegates will be able to understand:

- Service Management as a practice.
- The Service lifecycle.
- Key principles and Models related to Service Management.
- Be aware of:
  - Key Concepts.
  - Key processes.
  - Key roles.
  - Key Functions.
  - Associated Technology and Architecture.
  - The ITIL® Qualification scheme.

### Pre-Requisites

Students should have a general awareness of IT and appreciation of their own business environment

### Examination

Award of this certificate is by examination taken at the end of the course and consisting of a 1 hour 40 question multiple-choice paper under the invigilation of the Examination Board. A pass mark of 65% is required in the examination taken at the end of the course.



**The ITIL® Intermediate Qualification:  
Service Design Certificate**  
3 Day public or private course

**Target Audience**

The main target group for the ITIL® Intermediate Qualification: Service Design Certificate includes, but is not restricted to CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers and ITSM trainers involved in the ongoing management, coordination and integration of design activities within the Service Lifecycle.

**Course Objectives**

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Service Strategy Principles
- Defining services and market spaces
- Conducting Strategic Assessments
- Financial Management
- Service Portfolio Management
- Managing demand
- Driving strategy through the Service Lifecycle
- Understanding Critical Success Factors and risks.

**Prerequisites:**

Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management (the V3 Foundation or V2 Foundation plus Bridge Certificate)

**Examination Format:** Multiple Choice

**Number of Questions:** 8

**Pass Score:** 28/40 or 70%

**Exam Duration:** Maximum 90 minutes for all candidates in their respective language (Candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)



**The ITIL® Intermediate Qualification:  
Service Transition Certificate**  
3 Day public or private course

**Target Audience**

The main target group for the ITIL® Intermediate Qualification: Service Design Certificate includes, but is not restricted to CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers and ITSM trainers involved in the ongoing management, coordination and integration of design activities within the Service Lifecycle.

**Course Objectives**

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Management and control of all Service Design activities
- Management and application of Service Design concepts, inputs, outputs and activities
- Knowledge of Service Design principles and management of Service Design processes
- Control and coordination of Service Design technology related activities
- Justification and control of the organizational and technological issues on Service Design
- Analysis, justification and selection of the implementation approaches, challenges, critical success factors and risks.

**Prerequisites:**

Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management (the V3 Foundation or V2 Foundation plus Bridge Certificate)

**Examination Format:** Multiple Choice

**Number of Questions:** 8

**Pass Score:** 28/40 or 70%

**Exam Duration:** Maximum 90 minutes for all candidates in their respective language (Candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)



**The ITIL® Intermediate Qualification:  
Service Transition Certificate**  
3 Day public or private course

**Target Audience**

The main target group for the ITIL® Intermediate Qualification: Service Transition Certificate includes, but is not restricted to CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, service test managers and ITSM trainers.

**Course Objectives**

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Introduction to Service Transition
- Service Transition Principles
- Management and control of all Service Transition activities
- Service Transition Related activities around communications, commitment and organizational change
- Organizing Service Transition
- Control and coordination of Service Transition technology related activities
- Analysis, justification and selection of the implementation approaches, challenges, critical success factors and risks.

**Prerequisites:**

Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management (the V3 Foundation or V2 Foundation plus Bridge Certificate)

**Examination Format:** Multiple Choice

**Number of Questions:** 8

**Pass Score:** 28/40 or 70%

**Exam Duration:** Maximum 90 minutes for all candidates in their respective language (Candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)



**The ITIL® Intermediate Qualification:  
Service Operation Certificate**  
3 Day public or private course

**Target Audience**

The main target group for the ITIL® Intermediate Qualification: Service Operation Certificate includes, but is not restricted to CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers and ITSM trainers involved in the ongoing management, coordination and integration of operation activities within the Service Lifecycle.

**Course Objectives**

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Introduction to Service Operation
- Service Operations Principals
- Service Operation Processes
- Common Service Operation Activities
- Organising Service Operation: Functions
- Technology Considerations
- Implementation Considerations
- Challenges, Critical Success Factors and Risks.

**Prerequisites:**

Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management (the V3 Foundation or V2 Foundation plus Bridge Certificate)

**Examination Format:** Multiple Choice

**Number of Questions:** 8

**Pass Score:** 28/40 or 70%

**Exam Duration:** Maximum 90 minutes for all candidates in their respective language (Candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)



**The ITIL® Intermediate Qualification:  
Continual Service Improvement Certificate**  
3 Day public or private course

**Target Audience**

The main target group for the ITIL® Intermediate Qualification: Continual Service Improvement Certificate includes, but is not restricted to CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, service test managers and ITSM trainers.

**Course Objectives**

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Introduction to Continual Service Improvement
- Continual Service Improvement Principles
- Continual Service Improvement Process
- Continual Service Improvement Methods and Techniques
- Organisation for Continual Service Improvement
- Technology for Continual Service Improvement
- Implementation Considerations
- Critical success factors and risks.

**Prerequisites:**

Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management (the V3 Foundation or V2 Foundation plus Bridge Certificate)

**Examination Format:** Multiple Choice

**Number of Questions:** 8

**Pass Score:** 28/40 or 70%

**Exam Duration:** Maximum 90 minutes for all candidates in their respective language (Candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)



## The ITIL® Intermediate Qualification: Operational Support and Analysis Certificate

4 Day public or private course

<p><b>Target Audience</b></p> <p>The target group of the Operational Support and Analysis Certificate is:</p> <ul style="list-style-type: none"> <li>• Individuals who have attained the V3 ITIL® Foundation certificate in Service Management, or the V2 Foundation plus the V3 Foundation Bridge certificate and who wish to advance to higher level ITIL certifications</li> <li>• Individuals who require a deep understanding of ITIL Certificate in Operational Support and Analysis processes and how it may be used to enhance the quality of IT service support within an organization</li> <li>• IT professionals that are working within an organization that has adopted and adapted ITIL who need to be informed about and thereafter contribute to an ongoing service improvement programme</li> <li>• Operational staff involved in Event Management Process, Incident Management Process, Request Fulfilment Process, Problem Management Process, Access Management Process, Service Desk, Technical Management, IT Operations Management and Application Management.</li> </ul> <p>This may include but is not limited to, IT professionals, business managers and business process owners.</p> <p><b>Course Objectives</b></p> <p>Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:</p> <ul style="list-style-type: none"> <li>• Service Management as a Practice</li> <li>• Service Operation Principals</li> <li>• Processes across the Service Lifecycle pertaining to the capability of Operational Support and Analysis</li> <li>• Specific emphasis on the Service Operation Lifecycle processes and roles included in: <ul style="list-style-type: none"> <li>○ Event Management which defines any detectable or discernible occurrence that has significance for the management of the IT Infrastructure or the delivery of an IT service</li> <li>○ Incident Management which has the capability to bring services back to normal operations as soon as possible, according to agreed service levels</li> <li>○ Request Fulfilment which fulfils a request providing quick and effective access to standard services which business staff can use to improve their productivity or the quality of business services and products</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>○ Problem Management which prevents problems and resulting Incidents from happening, to eliminate recurring Incidents and to minimize the impact of Incidents that cannot be prevented</li> <li>○ Access Management which grants authorized users the right to use a service, while preventing access to non-authorized users</li> </ul> <ul style="list-style-type: none"> <li>• Operational activities of processes covered in other Lifecycle phases such as: <ul style="list-style-type: none"> <li>○ Change Management</li> <li>○ Service Asset and Configuration Management</li> <li>○ Release and Deployment Management</li> <li>○ Capacity Management</li> <li>○ Availability Management</li> <li>○ Knowledge Management</li> <li>○ Financial Management for IT services, and</li> <li>○ IT Service Continuity Management</li> </ul> </li> <li>• Common Service Operation activities related to Service Operation and Support</li> <li>• Organizing for Service Operation which describe functions to be performed within the Service</li> <li>• Operation and Support such as Service Desk, Technical Management, IT Operations Management, Application Management</li> <li>• Service Operations and Support Service Operation roles and responsibilities</li> <li>• Technology and Implementation Considerations Challenges, Critical Success Factors and risks.</li> </ul> <p><b>Prerequisites:</b></p> <p>Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management (the V3 Foundation or V2 Foundation plus Bridge Certificate)</p> <p><b>Examination Format:</b> Multiple Choice</p> <p><b>Number of Questions:</b> 8</p> <p><b>Pass Score:</b> 28/40 or 70%</p> <p><b>Exam Duration:</b> Maximum 90 minutes for all candidates in their respective language (Candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)</p>
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## The ITIL® Intermediate Qualification: Service Offerings and Agreements Certificate

<p><b>Target Audience</b></p> <p>The target group of the ITIL® Certificate in Service Offerings and Agreements is:</p> <ul style="list-style-type: none"> <li>• Individuals who have attained the V3 ITIL Foundation certificate in Service Management, or the V3 Foundation Bridge certificate and who wish to advance to higher level ITIL certifications</li> <li>• Individuals who require a deep understanding of ITIL Certificate in the Service Offerings and Agreement processes and how it may be used to enhance the quality of IT service support within an organization</li> <li>• IT professionals that are working within an organisation that has adopted and adapted ITIL who need to be informed about and thereafter contribute to an ongoing service improvement programme</li> <li>• Operational staff involved in Service Portfolio Management; Service Catalogue Management; Service Level Management; Demand Management; Supplier Management; Financial Management and Business Relationship Management who wish to enhance their role-based capabilities.</li> </ul> <p>This may include but is not limited to, IT professionals, business managers and business process owners.</p> <p><b>Course Objectives</b></p> <p>Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:</p> <ul style="list-style-type: none"> <li>• Service Management as a Practice</li> <li>• Processes across the Service Lifecycle pertaining to the Service Offerings and Agreement curriculum</li> <li>• Service Portfolio Management which provides documentation for services and prospective services in business terms</li> <li>• Service Catalogue Management which is concerned with the production and documentation of the Service Catalogue from a business and a technical viewpoint</li> <li>• Service Level Management which sets up a Service Level Agreement (SLA) structure and ensures that all SLAs have an underpinning support structure in place</li> </ul>	<ul style="list-style-type: none"> <li>• Demand Management which identifies Patterns of Business Activity to enable the appropriate strategy to be implemented</li> <li>• Supplier Management which ensures all partners and suppliers are managed in the appropriate way and includes contract management</li> <li>• Financial Management which includes ensuring understanding of the service value and the management of all financial considerations</li> <li>• Business Relationship Managers who have responsibility to represent customers and ensure the Service Catalogue and Portfolio have the right needs</li> <li>• Operational activities of processes covered in other Lifecycle phases such as Incident and Change Management</li> <li>• Common Service Operation activities related to Service Offerings and Agreement</li> <li>• Organizing for Service Operation which describe functions to be performed within Service Offerings and Agreement</li> <li>• Service Offerings and Agreement roles and responsibilities</li> <li>• Technology and Implementation Considerations</li> <li>• Challenges, Critical Success Factors and risks</li> <li>• CSI as a consequence of effective Service Offerings and Agreement.</li> </ul> <p><b>Prerequisites:</b> Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management (the V3 Foundation or V2 Foundation plus Bridge Certificate)</p> <p><b>Examination Format:</b> Multiple Choice</p> <p><b>Number of Questions:</b> 8</p> <p><b>Pass Score:</b> 28/40 or 70%</p> <p><b>Exam Duration:</b> Maximum 90 minutes for all candidates in their respective language (Candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)</p>
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4 Day public or private course





**The ITIL® Intermediate Qualification:  
Release, Control and Validation Certificate**  
4 Day public or private course

<p><b>Target Audience</b></p> <p>The target group of the ITIL® Expert Qualification: Release, Control and Validation is:</p> <ul style="list-style-type: none"> <li>• Individuals who have attained the V3 ITIL Foundation certificate in Service Management, or the V2 Foundation plus the V3 Foundation Bridge certificate and who wish to advance to higher level ITIL® certifications</li> <li>• Individuals who require a deep understanding of ITIL Certificate in Release, Control and Validation processes and how it may be used to enhance the quality of IT service support within an organization</li> <li>• IT professionals that are working within an organization that has adopted and adapted ITIL who need to be informed about and thereafter contribute to an ongoing service improvement programme</li> <li>• Operational staff involved in Change Management, Release and Deployment Management, Service Validation and Testing, Service Asset and Configuration Management, Request Fulfillment, Service Evaluation and Knowledge Management, who wish to enhance their role-based capabilities.</li> </ul> <p>This may include but is not limited to, IT professionals, business managers and business process owners.</p> <p><b>Course Objectives</b></p> <p>Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:</p> <ul style="list-style-type: none"> <li>• Service Management as a Practice</li> <li>• Processes across the Service Lifecycle pertaining to the capability of Release, Control and Validation management</li> <li>• Change management as a capability to realise successful service transition</li> <li>• Service validation and testing as a capability to assure the integrity and the quality of service transition</li> <li>• Service asset and configuration management as a capability to monitor the state of service transition</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge management as part of enhancing the on-going management decision support and service delivery capability</li> <li>• Service request fulfilment and evaluation to assure meeting committed service level performance</li> <li>• Common Service Operation activities for supporting the service management Lifecycle</li> <li>• Release Control and Validation process roles and responsibilities</li> <li>• Technology and Implementation Considerations</li> <li>• Challenges, Critical Success Factors and risks.</li> </ul> <p>And specifically in the following key ITIL process and role areas:</p> <ul style="list-style-type: none"> <li>• Change management</li> <li>• Service release and deployment management</li> <li>• Service validation and testing</li> <li>• Service asset and configuration management</li> <li>• Knowledge management</li> <li>• Request fulfilment</li> <li>• Service Evaluation.</li> </ul> <p><b>Prerequisites:</b></p> <p>Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management (the V3 Foundation or V2 Foundation plus Bridge Certificate)</p> <p><b>Examination Format:</b> Multiple Choice</p> <p><b>Number of Questions:</b> 8</p> <p><b>Pass Score:</b> 28/40 or 70%</p> <p><b>Exam Duration:</b> Maximum 90 minutes for all candidates in their respective language (Candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)</p>
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## The ITIL® Intermediate Qualification: Planning, Protection and Optimisation Certificate

### Target Audience

The target group of the ITIL® Certificate in Planning, Protection and Optimization is:

- Individuals who have attained the V3 ITIL Foundation certificate in Service Management, or the V3 Foundation Bridge certificate and who wish to advance to higher level ITIL certifications
- Individuals who require a deep understanding of ITIL Certificate in the Service Offerings and Agreement processes and how it may be used to enhance the quality of IT service support within an organization
- IT professionals that are working within an organization that has adopted and adapted ITIL who need to be informed about and thereafter contribute to an ongoing service improvement Programme
- Operational staff involved in Capacity Management, Availability Management, ITSCM, Information Security Management, Demand Management, Risk Management, who wish to enhance their role-based capabilities.

This may include but is not limited to, IT professionals, business managers and business process owners.

### Course Objectives

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Service Management as a Practice
- Processes across the Service Lifecycle pertaining to the practice elements within Planning, Protection and Optimization
- Capacity management as a capability to realise successful service design
- Availability management as a capability to realise successful service design
- IT Service Continuity Management as a capability to support overall Business Continuity Management
- Information security management as part of the overall corporate governance framework
- Planning, Protection and Optimization roles and responsibilities
- Technology and Implementation Considerations
- Challenges, Critical Success Factors and risks.

And specifically in the following key ITIL process and role areas

- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management
- Demand Management
- Challenges, Critical Success Factors and Risk Management for Service Planning, Protection and Optimization.

### Prerequisites:

Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management (the V3 Foundation or V2 Foundation plus Bridge Certificate)

**Examination Format:** Multiple Choice

**Number of Questions:** 8

**Pass Score:** 28/40 or 70%

**Exam Duration:** Maximum 90 minutes for all candidates in their respective language (Candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)

4 Day public or private course



## The ITIL® Intermediate Qualification: Managing across the Life Cycle Certificate

5 Day public or private course

### Target Audience

The target group of the ITIL® Intermediate Qualification: Managing Across the Lifecycle Certificate is:

- Individuals who require a business and management level understanding of the ITIL V3 core Lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization
- Individuals seeking the ITIL Expert certification in IT Service Management for which this qualification is the final mandatory module leading to the Expert certification
- Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite
- This may include but is not limited to, CIOs, Senior IT Managers, IT Managers and Supervisors, IT professionals and IT Operation practitioners.

### Course Objectives

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Introduction to IT Service Management Business and Managerial Issues
- Managing the Planning and Implementation of IT Service Management
- Management of Strategic Change
- Risk Management
- Understanding Organisational Challenges
- Service Assessment
- Understanding Complementary Industry Guidance.

### Prerequisites

Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management (2 credits from the V3 Foundation or V2 Foundation plus Bridge Certificate) and have obtained a further 15 credits (a total of at least 17 credits) as a minimum from a balanced selection of ITIL Service Lifecycle or Service Capability qualifications.

**Examination Format:** Multiple Choice

**Number of Questions:** 8

**Pass Score:** 28/40 or 70%

**Exam Duration:** Maximum 90 minutes for all candidates in their respective language (Candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)