

## Course Fact Sheet – ITILv2

### ITIL v2 Service Managers

85 PMI PDUs – 17 Credits

This intensive course is designed to help IT Service Managers gain a deeper and more practical understanding of ITIL processes and key implementation issues, both process-oriented and organizational. This practical-oriented course uses case studies, role-plays, and presentations to test and improve the participant's essential managerial skills.

The course is spread across ten days and runs from 9:00 to 5:00 each day. Exams can be scheduled on demand after the course.

### *Learning Objectives*

The key objectives of the Service Manager training are:

- Provide the necessary information and practical skills required to plan, implement, manage, and improve the ITIL-based Service Support and Service Delivery processes.
- Understand the structure of ITIL best practices.
- Identify the ITIL processes important for IT Service Management.
- Analyze the organizational impact of implementing IT Service Management best practices.
- Determine organizational improvement initiatives in the areas of IT processes and the management of change.
- Prepare for certification.

At the end of this course, you will be able to:

- Record, manage, and improve the selected ITIL processes.
- Analyze the IT Service Management processes within an organization.
- Design the organizational structure for implementing processes.
- Describe IT Service Management processes.
- Assess and audit IT Service Management processes.
- Implement change processes.
- Perform proper, written and verbal communication, including reports, memos, and project plans.
- Identify the important management skills required to be a successful Service Manager.

## Audience

IT Service Managers, ITIL Process Owners, Practitioners, and Implementation Consultants

## Prerequisites

- Must hold an ITIL Foundation Certificate
- Good spoken and written language skills
- At least 2 years professional experience as a manager or consultant in the field of IT management

## Timetable

Please note that this schedule is a guide, deviations from this plan are possible.

WEEK ONE				
Day 1	Day 2	Day 3	Day 4	Day 5
Opening, Introduction & ITSM	Configuration Management	Incident Management Theory	Problem Management Presentation & Recap	Release Management Theory
CSIP	Configuration Management Assignment	Configuration Management, Service Desk & Incident Management Assignment & Presentation	Change Management Theory	Release Management Assignment & Presentation
CSIP Assignment	Configuration Management Presentations		Change Management Assignment & Presentation	Service Support Processes Assignment
CSIP	Service Desk Theory	Problem Management Assignment		In-course Assesments
Homework Assignment				

WEEK TWO				
Day 1	Day 2	Day 3	Day 4	Day 5
Intro Service Delivery Processes	Financial Management Theory	Availability Management Theory	Capacity Management Theory	IT Service Continuity Management Presentation
Service Level Management Theory	Financial Management Assignment	Availability Management Assignment	Capacity Management Assignment	Security Management Theory
Service Level Management Assignment	Financial Management Presentation	Availability Management Presentation	Capacity Management Presentation	Service Delivery Processes Assignment & Presentation
Service Level Management Presentation		Capacity Management Theory	IT Service Continuity Management & Assignment	In-course Assesments
Homework Assignment				

## About Impetus Consulting

Impetus Consulting is an IT Consultancy based in Dubai Internet City offering services and training throughout the region including UAE, KSA, Kuwait, Oman, Qatar, Bahrain, Jordan, Pakistan and Turkey.

We specialize in providing high quality consultancy, implementation and training services in the areas of Enterprise Systems Management and IT Service Management through strategic partnerships with the industry leaders in its areas of activity.

Our consultants and trainers are chosen from professionals with many years of international experience and are trained and officially certified in their specific areas.

## What Next?

If you have any enquiries or would like to book your course, please contact our sales consultant who will be happy to assist you. You can reach us by phone on +971 (0)4 391 3263 and email at [info@impetus.ae](mailto:info@impetus.ae). You can also find our course dates and register on our website <http://www.impetus.ae>. One of our team members will contact you to discuss your requirements following the registration. *We look forward to welcoming you in our class.*