

ITIL Service Manager Master Certification Course

Information Technology Service Management
(MIE-ITIL-MGR, 12 days)



Course Description

The ITIL Service Manager Program is designed for anyone who wants to ensure that they master best practice in IT Service Management.

Training format includes 2 weeks of intensive classroom training covering all very in-depth detail aspects of Service Support (including Service Desk), Service Delivery and Security Management (introduction) structure as follows:

- 1 week classroom training covering Service Support and Service Desk
- 4 weeks break for self study
- 1 week classroom training covering Service Delivery and Security Management
- 4 weeks break for self study
- 2 days of revision
- 2 days of exams (1 paper per day of 3 ½ hours per paper)

The instructor will also be your supervisor. The Manager's Certificate in IT Service Management, the premium service management qualification in the world today.

Objectives and Learning Outcomes

The overall objective of the ITIL Masters program is to ensure that participants can return to the workplace with the personal skills and knowledge necessary to properly deploy the implementation and integration of ITIL functions. Specifically, the aim is for each participant to be able to:

- Optimize an IT Service organization by creating synergy between people, process and technology
- Audit and analyze IT Service Management processes in an organization
- Design an organisational structure to support the management and use of IT Service Management processes
- Describe the IT Service Management processes, their interrelationships and application
- Implement ITIL processes into an organization and create a cycle of continuous improvement
- Recognize and deal with organizational change issues encountered when working with process implementation
- Manage the ongoing operation of an IT Services organization

Who Should Attend

This course is designed for IT Managers, consultants and senior staff in IT Service Management, especially those who are involved in improving and optimising IT Service Management environments or advising on ITIL.

Prerequisites

The ITIL Foundation Certificate in IT Service Management is a pre-requisite for the ITIL Masters course and candidates must provide their ITIL Foundation Certificate before the course. In addition, it is a requirement that participants have demonstrable prior experience in IT Service Management.

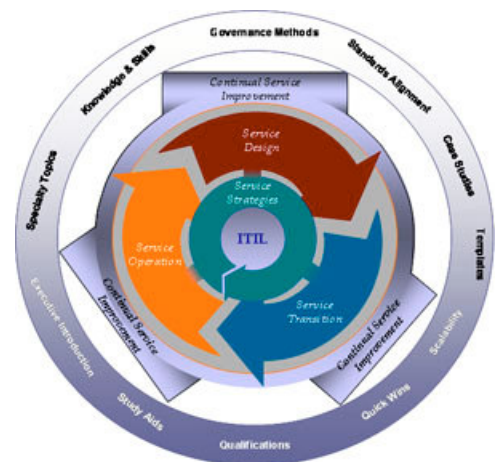
Certification and Examination

This course is designed to meet all the requirements of the Manager's Certificate in IT Service Management. This qualification is awarded on the basis of a successful in-course assessment by the instructors together with successful completion of the two three-hour examinations (one for Service Support and one for Service Delivery). These exams are set and marked by EXIN, the Examination Institute for Information Science.



Instructor

Course to be taught by an authorised ITIL instructor with good experience & importantly, having a good track record of student passing this exam under his training!



REGISTRATION AND INFORMATION

education@ecs.com.sg
www.ecs.com.sg/training

TEL: (65) 6393-4737 (65) 6393-4448
FAX: (65) 6294-4097

