



## SM-5031: ITSM Practitioner - Support & Restore (IPSR)

Improving service levels with globally accepted Best Practices and Real-World Experience

### Benefits:

- Acquire the skills that are needed for thorough planning and implementation of the ITSM processes.
- Acquire an extensive knowledge of the Service Desk function and Incident and Problem Management processes, linkages and dependencies.
- Prepare for the Practitioner certification exam.

### Comments from past students -

*"The instructor was an outstanding knowledge expert with real world experience who understood how to apply ITIL to daily experiences ... I would strongly recommend Avant Corporation for training delivery and implementation assistance."*

*"The instructor did an excellent job. He really knows his stuff and made it much easier for us to learn. He is certainly a valuable asset."*

*"The instructors business process and industry best practice knowledge exceeded my expectations. His knowledge from consulting engagements provided excellent discussion material."*

EXIN Accredited Training Provider



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**Course Description:** This 5-day course focuses on implementing and managing the Support and Restore activities, processes and functions that are required to stabilize an IT infrastructure through effective Incident and problem Management processes and the Service Desk function and preparing for the certification exam.

**Who Should Attend?** ITSM Practitioner - Support and Restore (IPSR) is intended for professionals who will participate in managing, organizing and optimizing the operations of the Support and Restore processes in an IT Service organization including operational staff and managers wishing to improve their skills in planning, monitoring, reporting and optimizing the Service Desk function and the Incident and Problem Management processes.

**Format:** 5-days consisting of 4 days for lecture (40%) and hands-on activities (60%) and one day of exam review, preparation and testing. Includes individual and group assignments required for certification as well as homework.

**Curriculum:** The course covers the typical activities of a practitioner responsible for managing the Incident and Problem Management processes and the Service Desk function. It focuses on the following:

- ◆ **Managing:** Plan key activities in the Service Desk Function and the Incident and Problem Management Processes; plan exchange of information relevant to managing Support and Restore processes; initiate actions to ensure key activities in the processes meet predefined objectives; Plan the monitoring and reporting of performance and achievements of the Support and Restore Processes.
- ◆ **Organizing:** Organize exchange and provide information to other processes, users & suppliers; maintain Support and Restore procedures; organize and set up Service Desk responsibilities, functions, staffing levels and technologies; organize the relationships between the Service Desk and Incident Management, incident handling; relationships between Incident and Problem Management, Problem Control, Error Control, and proactive Problem Management.
- ◆ **Optimizing:** Monitor and optimize the Support and Restore processes; propose improvements, based on results of monitoring and/or reviews.

**Prerequisites:** Foundation Certificate in IT Service Management.

**Examination:** The EXIN IPSR examination is a 2-hour, closed-book, 40 question multiple choice examination.

**Price:** \$3,295 including examination fees (through 6/30/2007)

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