



SM-6023: ITIL® Service Manager

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 the skill set necessary to identify and remediate Quality and Cost issues in the workplace.
- Acquire an extensive knowledge of the individual Service Delivery and Support processes, linkages and dependencies.
- Prepare for the Managers certification exam.

“My ITSM Foundation and Service Manager training has given me two major advantages as a Senior IT Support Executive - the ability to speak clearly about IT management functions and their interrelationships, and a higher level of confidence when making decisions about the guidance of major projects.”

Bruce Bornick
Deputy Program Director
US Special Operations Command
Enterprise IT Contract



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business partner



Course Description: IT Service Manager is the highest level of professional IT Service Management certification available. The candidate who achieves certification has demonstrated not only an in-depth knowledge of IT Service Management, but also the practical application of that knowledge.

Who Should Attend? Senior IT managers, process owners, project managers, process managers and staff, consultants, and others interested in learning about IT Service Management.

Format: Two 5-day sessions covering Service Support and Service Delivery processes, interactive lecture and intensive case-based team exercises, and a 1½-day review session prior to the two 3-hour written examinations.

Curriculum: The course introduces the learning objects listed below for each of the IT Service Management processes (Incident, Problem, Configuration, Change, Release, IT Service Management, Availability, Capacity, IT Service Continuity, and Financial Management) and Service Desk.

- Process Fundamentals Review
- How to Enable an ITSM Strategy
- Understanding Business & IT Alignment
- The Role of Continuous Process Improvement
- Improving Quality of Service
- Control and Reduce Costs
- Improve Effectiveness and Efficiency

Prerequisites: The candidate must hold an ITSM Foundation Certificate and have a minimum of 2-years of relevant experience in Information Technology.

Examination (optional): The examination consists of two 3-hour essay modules and a successful evaluation of the candidates skills by the tutors.

Course Material: Each student receives a student workbook and the IT Service Support & Delivery books. Other ITSM-related study materials and books are available for purchase prior to, or during, the class.

Price: \$9,695 including examination fees (through 6/30/2007)

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