



Competitive Advantage, Inc.SM
Raising the Bar of Excellence™



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ITIL® PRACTITIONER COURSE IPSR SUPPORT AND RESTORE (INCIDENT MANAGEMENT /SERVICE DESK/PROBLEM MANAGEMENT)

Competitive Advantage, Inc. delivers ITSM Academy curricula. This Accredited course replaces the independent Incident and Problem Management ITIL Practitioner Courses. In five days you will learn to manage, organize and optimize the Service Desk function and Incident and Problem Management processes through interactive classroom training. Class focuses on developing strong process/function interfaces. The resulting improvements in IT support leads to better customer relationships, faster restoration of service and increased IT Service stability.

PREREQUISITE:

Foundation Certification in IT Service Management along with practical experience in related field of specialization. As part of the certification requirements, learners must successfully complete three in-course practical assignments, which will be assessed by the Instructor.

CLASS INFORMATION:

Practitioner certification is intended for process owners and practice area consultants. Maximum class size is 16. If the class exceeds 12 learners, a second instructor will be present to help organize, assess and coach the practical assignments.

PROJECT MANAGEMENT INSTITUTE (PMI®) PROFESSIONAL DEVELOPMENT UNITS:

Competitive Advantage, Inc. delivers ITSM Academy curricula. ITSM Academy is recognized by PMI as a Global Registered Education Provider (R.E.P.). You will earn 30 contact hours or Professional Development Units (PDUs) upon completion of this course.

INSTRUCTORS:

Our instructors have successful track records as IT professionals and bring that acumen into the classroom. Utilizing the highest quality content, trainers blend their real life experiences into lively classroom discussion. Trainers for this course are ITIL Service Manager and/or ITIL Practitioner Support and Restore (IPSR) certified.

LEARNING OBJECTIVES:

- ◆ Learn to Manage, Organize and Optimize Service Desk, Incident and Problem Management
- ◆ Create a Comprehensive View of how the Processes Relate and Support each other
- ◆ Understanding Tools and Reporting
- ◆ Hands-on Application of the Process Activities through Assessed Practical Assignments
- ◆ Identify Opportunities to Continually Improve and Measure the Processes
- ◆ Take and pass the ITIL Practitioner Support and Restore certification exam

COURSE / STUDENT MATERIALS:

- ◆ Five Days Instructor Led Training and Exercise Facilitation (40 class hours/20 study hours)
- ◆ Course Training Manual
- ◆ OGC Service Support Book (ISBN: 0-11-330015-8) – Chapter Assignments Sent at Registration
- ◆ Extensive Case Study and Hands-On Experience in each Process
- ◆ Participation in unique ITSM Academy Simulation Exercise
- ◆ Exam Preparation
- ◆ ITIL Practitioner Certification EXIN Examination (120 minutes, 40 question, multiple choice)
- ◆ Daily Breakfast Pastries and Refreshments