

ITIL Practitioner Support and Restore

This five-day course provides a powerful and practical alternative to the previously separate Practitioner Certifications in Service Desk, Incident Management and Problem Management. Learn how to implement, manage and optimise the SIP processes in your organisation and provide enhanced increased user support and IT infrastructure stability.

Leads to the ITIL Practitioner Certificate

Support and Restore

- ✓ Service Desk Function
- ✓ Incident Management
- ✓ Problem Management

Kuala Lumpur

See Website Schedule

for Current Dates



A Member of
The ALC Group

ITIL Practitioner

Support and Restore

This practitioner course focuses on the implementation and management of the processes and function involved in providing users support and increasing IT infrastructure stability.

These include effective Incident and Problem Management processes, complemented by an effective Service Desk Function. It is aimed at optimising quality of service by responding to customer issues and requests in a controlled and time-effective manner, while also preventing reoccurrence of fault in the IT infrastructure.

Course work is completed in one five-day session during which participants will learn how to effectively implement, manage and optimise the Support and Restore processes in an organisation through interactive classroom training. Participants will be prepared to sit the associated EXIN certification examination.

Learning Outcomes

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

- Understand the ITIL model sufficiently to be able to develop, implement and manage an Integrated Incident and Problem Management framework, using Service Desk function as a critical component
- Understand best practices for dealing with customer enquiries and issues with the IT infrastructure, and be able to relate how these processes contribute to an increase in functionality and quality of IT services.
- Take and pass the exam for the Practitioner's Certificate in Support and Restore.

Who Should Attend

This course is designed for ITIL Process Practitioners, ITIL Process Owners and any IT professionals who will participate in the managing, organising and optimising of one or more of the covered processes in their organisation.

Course Instructor



This course is presented by ALC in association with Lucid IT, well known as a leading provider of professional management, consulting and educational services in IT Service Management and the region's most experienced practitioner of ITIL. Lucid IT brings to bear a practical, holistic approach towards process implementation with a strong focus on the delivery of results using best practices such as ITIL, MOF, Prince2, Kotter and Balanced Scorecard.

In-House Training

This and other ALC courses are available for private presentation, either on your own premises or "off-site". There are many advantages to in-house training. Please contact ALC for a quotation and to discuss your requirements. Telephone (03) 2169 6145 or email learn@alctraining.com.my

Learning Method

This course is conducted as an instructor-led workshop and includes a combination of lectures and exercises. All the exercises make use of a case study to give the opportunity to implement ITIL and to improve IT Service Management within a 'real organisation'. Due to the practical nature of the practitioner roles, this course has a balance of 40% theory and 60% exercises to ensure concepts are understood precisely.

Pre-requisites

- The ITIL Foundation Certificate.
- Before taking the Practitioner examination the candidate must have attended accredited training and successfully completed the practical assignments.

ITIL Practitioner – The Next Step For ITIL Professionals

The new ITIL "Cluster" Practitioner Certificates represent an important step for anyone serious about ITIL. Until now the choices have been very limited. Past the entry-level Foundation Certificate you could do individual Practitioner Certificates - there are at least 10 of them, a cumbersome and unattractive option. Or else you could take on the ITIL Manager's Certificate - a heavyweight qualification too daunting for most, with 11 days of training and six hours of written exams.

The new "Cluster" Practitioner Certificates provide an ideal "in between" solution for many ITIL professionals. By grouping individual Practitioner modules according to functionality they provide Certifications that are both relevant and substantial. Training is completed in 5 days, which includes a 2-hour multiple-choice exam. For more details about ITIL "Cluster" Practitioner please email learn@alctraining.com.my

1 Introduction to ITIL Support and Restore

- Overview of ITIL framework
- High level Support and Restore process relationships
- Benefits

2 Service Desk

- Service Desk Function activities
- Process Performance Indicators
- Reporting
- Optimising the Service Desk Function
- Service Desk Tools and Tool requirements
- Best Practice Implementation of Service Desk Function

3 Incident Management

- Process inputs and outputs
- Incident Management activities
- Process Performance Indicators
- Process relationships and Communication framework
- Optimising the Incident Management process
- Incident Management Tools and Tool requirements
- Best Practice Implementation of Incident Management

4 Problem Management

- Process inputs and outputs
- Problem Management activities
- Process Performance Indicators
- Process relationships and Communication framework
- From Incident to Problem to Change
- Roles and Responsibilities
- Optimising the Problem Management process
- Problem Management Tools and Tool requirements
- Best Practice Implementation of Problem Management

5 Implementation of Support and Restore

- Implementation framework
- Creating a business case

6 Process Maintenance and Improvement

- Process optimisation approach
- Monitor and optimize
- Plan and conduct audits
- Process governance

7 Other Standards

- AS8015
- AS8018
- Six Sigma

8 Support and Restore Simulation - Rails R Us

- Practice managing and organising the process in a simulated environment
- Practice optimising the processes in a simulated environment
- Understanding of interfaces and relationships between the processes
- Understanding of the information flows between the processes

Exclusive ITIL Simulation

A special feature of this course is the ITIL Simulation session exclusively developed by Lucid IT. This session provides additional knowledge and experience in the management issues of running an IT organisation and the implementation of ITIL.

Examination

The *Practitioner Certificate in IT Service Management – Support & Restore* is awarded to those who have successfully completed this course and achieved a score of 65% or better on the two-hour multiple choice examination based on a case study presented during the course.

EXIN

EXIN is an independent globally-recognised institute dedicated to defining educational standards and developing and organising examinations in all major areas of Information Technology. EXIN is well-known for its ITIL certificates in IT Service Management and plays an important role in the development of international qualification standards. EXIN offers true objectivity because it does not conduct courses itself and is not affiliated with any organisation that does. For more information refer www.exin-exams.com

