

Support and Restore Practitioner Course

Fact Sheet

5 Days | Classroom | ITL1039

IT Infrastructure Library (ITIL) is a collection of Best Practices for the management and delivery of IT services and IT infrastructure. Because of decades of constant revision, these Best Practices have become a de-facto standard for the IT departments of all types of organizations. These Best Practices cover key Service Management processes, such as Incident Management, Problem Management, Release Management, Change Management, Service Level Management, Financial Management, Service Continuity Management, and Availability and Capacity Management.

ITIL also recommends the concept of a Service Desk that is designed to improve the function of the conventional Help Desk. The core ITIL guidelines are currently available in a series of eight books.

ITpreneurs' ITIL courses take an intensive, IT Process Competence training solutions approach. The courses provide the learner with the essentials of the best practices of ITIL processes adopted worldwide. ITpreneurs develops the courses using a customizable and integrated training program approach to enable a knowledge-driven learning process.

ITL1039

SUPPORT AND RESTORE PRACTITIONER COURSE

Course Description

This course focuses on the implementation and management of the processes and functions involved in managing exceptions in normal infrastructure control and service delivery. These include being able to organize an effective Service Desk function, along with the related Incident and Problem Management processes. These processes are aimed at optimizing quality of service by effectively responding to incidents and problems, as well as proactively preventing their occurrence. The Service Desk supports users in the use of IT services and takes care of restoring the service in the event of a disruption.

The key objectives of the Support and Restore Practitioner training are:

- ▶ Managing
 - Plan the key activities in the Service Desk function and the Incident and Problem Management processes.
 - Plan the exchange of appropriate information relevant to managing the Support and Restore processes.
 - Initiate actions to ensure that key activities in the Support and Restore processes meet predefined and pre-established objectives.
 - Plan the monitoring of and reporting on the performance and achievements of activities in the Support and Restore processes.
- ▶ Organizing
 - Organize the exchange of appropriate information with other processes.
 - Maintain procedures.
 - Organize the structure of the Service Desk function.
 - Set up Service Desk responsibilities, functions, employee levels, and technologies.
 - Organize the handling of incidents.
 - Organize relationships.
 - Organize problem and error control.
 - Organize proactive Problem Management.
- ▶ Optimizing
 - Monitor and optimize Support and Restore processes.
 - Propose improvements based on the results of monitoring and/or reviews.

Prerequisites

- ▶ The ITIL® Foundation certificate.
- ▶ Before taking the Practitioner examination, the candidate must have attended accredited training and successfully completed the practical assignments.
- ▶ Two years of relevant work experience.

Learning Objectives

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

- ▶ Define the requirements and activities of an effective Incident and Problem Management process.
- ▶ Identify areas where a given Incident Management process could be improved.
- ▶ Identify the requirements of the support tools and associated equipment required to improve the Service Desk and Incident Management process.
- ▶ Determine the requirements for and the consequences of SLAs, OLAs, and Underpinning Contracts (UCs) on Service Desk activities.
- ▶ Describe the requirements of communication at the appropriate level, with both customers and the IT organization.
- ▶ Define the contents of effective management reports based on Key Performance Indicators that will be of use to Incident Management, Problem Management, and Service Level Management processes.
- ▶ Explain how these processes relate with other Service Support processes.
- ▶ Understand the reactive and proactive activities involved in Problem Management.
- ▶ Produce management information.

Audience

ITIL Process Practitioners and Process Owners

Course/Student Material

- ▶ Copy of visual aids used in the classroom
- ▶ Practice exam and assignments
- ▶ ITSM Handbook
- ▶ Required recommended reference material that must be made available for the class by the training organizer during the classroom training is ITIL® Service Support (ISBN 0113300158).

Course Organizational Logistics

- ▶ Up to 16 participants
- ▶ A classroom with a U-shaped seating arrangement
- ▶ A minimum of one break-out room, preferably two
- ▶ Whiteboard
- ▶ Flipchart
- ▶ Projector
- ▶ An additional instructor available for the classroom training in case there are more than 12 students in the class

Course Agenda

| Day 1 | Day 2 | Day 3 | Day 4 | Day 5 |
|--|--|--|--|--|
| Introduction | Evaluation of Assignment Results and Feedback on Day 1 | Evaluation of Assignment Results and Feedback on Day 2 | Evaluation of Assignment Results and Feedback on Day 3 | Evaluation of Assignment Results and Feedback on Day 4 |
| ITIL Training Possibilities | Theory: Incident Management | Theory: Problem Management | Theory: Process Relationships | Theory Review Session |
| Exam Specifications Review | | | | |
| ITIL / ITSM Overview | | | | |
| Theory: Service Desk | | | | |
| LUNCH | LUNCH | LUNCH | LUNCH | LUNCH |
| Introduce Pen Company Case Study/Position Assignment | Introduce and Position Assignment | Introduce and Position Assignment | Introduce and Position Assignment | Sample Exam |
| Practical Assignment 1: Service Desk | Practical Assignment 2 or 3: Incident Management | Practical Assignment 4 or 5: Problem Management | Practical Assignments 6, 7, 8 or 9: Integrated Processes | Exam Preparation |
| Presentation of Assignment Results | Presentation of Assignment Results | Presentation of Assignment Results | Presentation of Assignment Results | Evaluation of the Training Course |
| | Feedback and Evaluation of Assignment Results | Feedback and Evaluation of Assignment Results | Feedback and Evaluation of Assignment Results | |

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