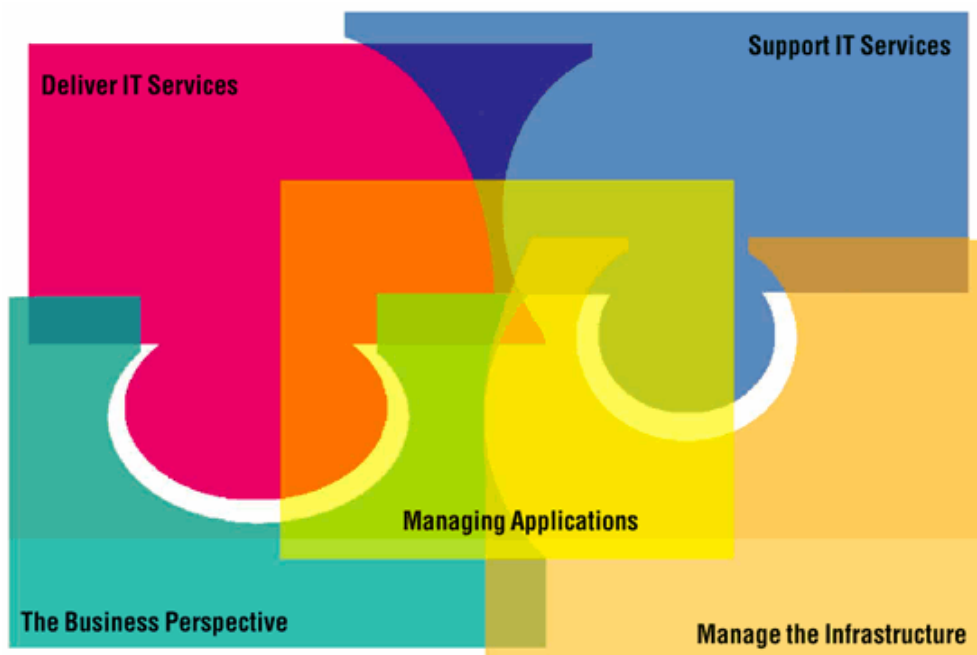


Course Programme



ITIL Practitioner Support and Restore

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Introduction

General

This Program informs you about the contents of the ITIL Training Practitioner Support & Restore. Apart from a description of its content you will find the daily schedule and the business case we will use for the assignments.

Target group

The Practitioner's Certificate in IT Service Management is intended for those in an IT organisation responsible for the activities that are part of the involved ITIL Service Management processes. The practitioner has to be able to manage, organise and optimise these processes.

Prerequisite knowledge, skills and practical experience

Before attending to this course you must meet the entrance requirements. This is the only way we can guarantee the training will prepare you properly for the exam. The requirements are:

- Foundation Certificate in IT Service Management
- Practical experience in the field of the involved ITIL Service Management processes.

Part of the acceptance procedure of this course is an investigation if you can meet these requirements.

Course duration

- 40 hours of training, 40% theory and 60% assignments
- 20 hours of study of the Release and Control theory
(Depending upon previous familiarity and experience.)

Training Groups

The training will take place in groups of 6 to 16 participants. This will stimulate the groups dynamics, necessary for the assignments.



Program

DAY 1

- 09:00** Introduction trainer(s) & participants
Overview of Course Program and assignments
Explanation of EXIN Exam Specifications
Brief recap of ITIL Foundation

- 10:30** Coffee

- 10:45** Service Desk theory

- 12:00** Lunch

- 13:00** Assignment 1: Service Desk Operations

- 15:00** Coffee

- 15:15** Results Assignment 1 and group discussion

- 15:45** Start Assignment 2: Procedure Design

- 1630** Closure

- 16:45** Brief individual feedback regarding status Assignment scores

DAY 2

09:00 Brief welcome and today's program

09:15 Continuation Assignment 2: Procedure Design

10:30 Coffee

10:45 Group presentations and feedback of Assignment 2

12:00 Lunch

13:00 Communication theory

13:30 Incident Management theory (I)

14:15 Assignment 3: Implementation Incident Management

15:00 Coffee

15:15 Continuation Assignment 3: Implementation Incident Management

1630 Closure

16:45 Brief individual feedback regarding status Assignment scores

DAY 3

09:00 Brief welcome and today's program

09:15 Group presentations and feedback of Assignment 3

10:30 Coffee

10:45 Incident Management theory (II)

12:00 Lunch

13:00 Assignment 4: To be or not to be...

14:30 Results Assignment 4 and group discussion

15:00 Coffee

15:15 Planning to implement Service Management

1630 Closure

16:45 Brief individual feedback regarding status Assignment scores

DAY 4

09:00 Brief welcome and today's program

09:15 Problem Management theory (I)

10:30 Coffee

10:45 Assignment 5: Brainstorming

11:45 Brainstorming session and feedback

12:15 Lunch

13:15 Problem Management theory (II)

14:15 Assignment 6: Justifying Problem Management

15:00 Coffee

15:15 Continuation Assignment 6: Justifying Problem Management

1630 Closure

16:45 Brief individual feedback regarding status Assignment scores

DAY 5

- 09:00** Brief welcome and today's program
- 09:15** Group presentations and feedback of Assignment 6
- 10:15** Coffee
- 10:30** Process Relations theory
- 11:00** Assignment 7: Improving Relationships
- 12:00** Lunch
- 13:00** Continuation Assignment 7: Improving Relationships
- 14:00** Group presentations and feedback of Assignment 7
- 15:00** Coffee
- 15:15** Sample EXIN Exam
- 16:00** Review Sample EXIN Exam and some tips & tricks
- 1630** Individual feedback regarding overall performance during the week
- 16:45** Evaluation of this week and final closure