

Agilità

A 3D graphic of the word 'new' in a bold, sans-serif font. The letters are rendered in a gradient of colors, with 'n' being green, 'e' being orange, and 'w' being red. The letters have a slight shadow and perspective, giving them a three-dimensional appearance.

Practitioner's Certificate in IT Service Management Service Support and Restore

April 17 - 21, 2006

Sign up now for ITIL Service Support and Restore Practitioner Training!

April 17 - 21, 2006

9:00 - 5:00

Lake Zurich, Illinois

\$2,500/person

Send EMAIL request to:

info@agilita-consulting.com

Or Register ONLINE:

www.agilitaUSA.com

Testimonials from students:

"The most significant results were demonstrated this week; the team's effectiveness and efficiency has increased dramatically and they have really come together as a team now."

"I cannot begin to tell you enough how much I enjoyed the class."

"Excellent class. The week went by quickly."

"Instructor gave really good in depth explanations when needed."

What is ITIL Service Support and Restore?

This is a **NEW** course that focuses on the implementation and management of the processes and functions involved in the support and restoration of services. These include effective Incident and Problem management processes, with the Service Desk as the 'single point of contact'. It is aimed at optimizing quality of service by responding to the need for daily support in a time-effective manner, while also eliminating recurring incidents through structural resolution.

ITIL Practitioner Support and Restore covers the following subjects:

The key tasks for the IT Service Management Practitioner Support and Restore are:

1. Managing the Support and Restore processes
2. Organizing the Support and Restore processes
3. Optimizing the Support and Restore processes

The typical activities of a practitioner would be:

Managing

- Plan the key activities in the Service Desk Function and the Incident Management and Problem Management processes
- Plan the exchange of appropriate information relevant to managing of the Support and Restore processes
- Initiate actions to ensure that the key activities in the Support and Restore processes meet the pre-defined and pre-established objectives
- Plan the monitoring and reporting on the performance and achievements of the activities in the Support and Restore processes

Organizing

- Organize the exchange of appropriate information with other processes
- Provide Service Desk, Incident and Problem Management information to other IT Service Management processes, users and suppliers

Your Instructor:

Silvia Prickel, Agilità Vice President Service Management and Training. Silvia is Service Manager Certified and a Six Sigma Black Belt with more than 20 years of IT experience. She is a dynamic speaker, with lots of energy and enthusiasm. Her passion for Process Management spills out in her lectures. Her practical experience helps the students associate the theory with reality!

Who is Agilità?

Agilità Consulting is the leading company in the United States which exclusively focuses on IT Service Management consulting, implementation, training, and continuous improvement using ITIL framework and COBIT principles. Agilità also helps organizations with ISO 20000 and ISO 17799 certifications.

The experts implementing these projects will be the same people who implemented ITIL and BS15000 certification at HP worldwide and WIPRO, the first in India.

Agilità's trained and certified consultants understand ITIL and also the specific needs of our clients.

Interested in ITIL Courses?

Agilità is offering several ITIL Courses this Spring – view our catalog at:

<http://www.agilitaUSA.com>

Visit Our Website:

<http://www.agilita-consulting.com>

Don't miss the opportunity to be one of the first to receive certification in this field!

- Maintain the procedures of the Support and Restore processes
- Organize the structure of The Service Desk function
- Set up the Service Desk responsibilities, functions, staffing levels and technologies
- Organize the relationships between the Service Desk and Incident Management
- Organize the handling of Incidents
- Organize the relationships between Incident Management and Problem Management
- Organize Problem Control
- Organize Error Control
- Organize Proactive Problem Management

Optimizing

- Monitor and optimize the Support and Restore processes
- Propose improvements, based on results of monitoring and/or reviews
- Conduct Service Desk, Incident Management and Problem Management reviews and audits for the effectiveness and efficiency of the process performance and achievements

Who should attend this workshop?

This **new** Practitioner certificate is aimed at professionals who will participate in managing, organizing, and optimizing the operations of the processes in an IT Service Organization which has implemented the processes based on the ITIL guidance.

The target group consists of operational staff and managers wishing to extend their skills in planning, monitoring, reporting and optimizing, related to the activities in the processes of Support and Restore. Practitioners should have obtained basic knowledge of IT Service Management as shown by their ITIL Foundation Certificate.

Prerequisites:

Prerequisites for the Practitioner Certification exam:

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

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