

## Curso de ITIL Service Manager y Certificación Internacional

CURSO DE  
10 Días

4 al 8 de Junio de 2007  
18 al 22 Junio de 2007

Continuando con nuestro programa de formación en ITIL, les invitamos a la próxima convocatoria de **curso y certificación en español de ITIL Service Manager**.

Durante este detallado curso de 10 días aprenderá los principios y elementos avanzados de esta guía de buenas prácticas orientada a procesos para la Gestión de Servicios de TI, **enfocándose en la obtención de la certificación oficial de EXIN®**.

Haciendo foco en la calidad y un entendimiento claro, nuestros profesores certificados impartirán una **formación totalmente independiente**, es decir, no condicionada al uso de ninguna herramienta o software específico, ni a consultoría posterior, siendo este un **principio fundamental de las buenas prácticas marcadas por ITIL**.

Algunas de las compañías más relevantes han confiado en nuestra experiencia para optimizar la gestión en su organización, obtener certificaciones y mejorar la relación con sus clientes.

### CUANDO

#### **Service Support, del 4 al 8 de Junio de 2007**

Curso presencial de 9:30 a 18:30 horas

**Examen de Certificación: 4 de Julio de 2007**

#### **Service Delivery, del 18 al 22 de Junio de 2007**

Curso presencial de 9:30 a 18:30 horas

**Examen de Certificación: 5 de Julio de 2007**

### DONDE

Centro New Horizons Madrid  
Plaza Carlos Trías Bertrán, 7 1ª Planta, Edificio "Sollube" (AZCA) 28020 Madrid

### MATERIAL

Cada curso incluye documentación impresa para el seguimiento del curso.

### PRECIO

El coste por alumno, incluyendo el material, de los cursos

"Service Support" y "Service Delivery" es de: ..... **3.950 € +IVA**

El coste por alumno de los 2 exámenes de certificación es de: ..... **410 €** +IVA

**Es requisito imprescindible estar en posesión de la certificación ITIL Foundations.**

## CONTENIDO - ITIL SERVICE MANAGER: SERVICE SUPPORT

- **Configuration Management** - basic concepts and terminology; configuration breakdown and relationships; building, implementing and managing a configuration management database (CMDB); using a CMDB to manage incidents, problems and changes
- **Change Management** - problem/change lifecycle; role of the Change Manager and the Change Advisory Board; normal and urgent change procedures; prioritisation, impact and resource assessment, authorisation, scheduling, testing and implementing change; back-out plans and change reviews
- **Incident Management** - first line incident management; interface between IT and users, incident logging and escalation, coding systems, diagnostic aids; service quality metrics and reporting. The various types of service desks and the skills required by the staff on a service desk. The contribution made by the service desk to the quality of the overall service provision
- **Problem Management** - incidents, problems and known errors - the lifecycle; problem control and prevention; analysis and targeting techniques; categorisation, priority and severity coding
- **Release Management** - storage, control and release of authorised software and hardware in all types of environments. The Definitive Software Library (DSL) and the Definitive Hardware Store (DHS) with interfaces to the configuration management system
- **Implementing Service Management** – an overview of areas to be considered as part of the continuous service improvement program.

## CONTENIDO - ITIL SERVICE MANAGER: SERVICE DELIVERY

- **Service Level Management** - planning, negotiating and managing Service Level Agreements: structure, content and wording of typical SLAs; key service items; monitoring and reporting; service reviews and Service Improvement Programmes
- **Financial Management for IT Services** - budgeting, IT accounting and Charging principles. Benefits of costing and charging; charging policies; charging methods; impact on SLAs
- **Availability Management** - planning and maintaining high availability systems; risk analysis and management; calculating and meeting service level availability and reliability targets
- **Capacity Management** - building a capacity management database; workload management, application sizing, resource management, demand management, performance monitoring and tuning; modelling and capacity planning
- **IT Service Continuity Management** - the process for developing an IT Service Continuity Plan and interfacing into an organisation's overall Business Continuity Plan. The process will incorporate business impact analysis, risk analysis, continuity options, creating a continuity plan, along with implementation, testing and ongoing maintenance of the plan.