Are you considering a career in IT Service Management?

ITIL® Combined Certificates in Service Management

Including the Foundation Certificate in IT Service Management and Intermediate Certificate in Service Operations

- ✓ Gain 2 internationally recognised qualifications in IT Service Management
- ✓ This 6 day course will include face to face learning, hands on exercises to reinforce knowledge gained, and practice examinations
- ✓ Online pre-course learning, access to a QA ITIL smartphone app and video-on-demand support for use before, during and after the course
- ✓ 12 months free associate membership of the British Computer Society

Gain an understanding of the key principles, processes, concepts and functions of IT Service Management, along with the ability to analyse Service Operations.

Who is the course for?

This course is aimed at Service leavers with existing experience in IT, and is an ideal qualification for anyone involved in the ongoing management, coordination or integration of operational activities within the IT Service Lifecycle. Although there are no formal pre-requisites for attending this course, it is essential that you have prior IT experience in order to maximise your chances of success in the exam and at interview.

Programme Structure

This 6 day course consists of 2 x 3 day modules, with a 3 week gap awaiting Foundation exam results:

ITIL® Foundation Certificate in IT Service Management

- ♦ Overview of the key elements and concepts of the IT Infrastructure Library (ITIL) which provides an end-to-end view of IT and its integration with business strategy.
- ♦ Knowledge of the terminology used within IT Service Management.

1 hour multiple choice exam on day 3

ITIL® Intermediate Certificate in Service Operations

- ♦ Overview of Service Operations principles, processes, and activities, as well as the functions of Service Operations.
- ♦ Technology and implementation considerations.
- ♦ Challenges, critical success factors and risks

90 minute scenario-based multiple choice exam on day 6

Employment Opportunities

This qualification could lead to job roles including: IT Development, Implementations Specialist, Analyst, Service Delivery, IT Consultant or Project Manager and such positions are frequently advertised on RightJob and commercial job finding sites.

What support will I receive?

This course is delivered by a QA expert tutor. In addition to the e-learning materials provided prior to each course, delegates will also receive:

♦ Ongoing tutor support for up to three months post course.

♦ Access to the QA Smartphone ITIL app available via ITunes and Play store.

♦ Access to full length modular course videos from 5 days prior to the course through to 3 months post course to assist with revision and application of ITIL.

♦ A free resit is available for the Foundation exam. Resits for the Intermediate Certificate can be arrange if required.

Further Study

The ITIL qualification scheme is based on a credit system that leads to the Expert Certificate in IT Service Management. Each qualification can be used as a stand-alone course, or the credits can be used towards gaining ITIL Expert status.

On completion of the ITIL Service Management qualifications, delegates may consider other qualifications including:

♦ Prince 2 and Prince 2 Agile

♦ Lean Six Sigma (Green Belt)

♦ Association for Project Management (APM)

♦ Leading and Managing Organisational Resilience

♦ CCNA Cisco Certified Network Associate

♦ CompTIA Network+ and Security+

Course Fees and How to Fund

The course is Non-Contract Funded and therefore Service leavers are required to fund the course before attendance.

Six Day Course:	£1,148.40
Exam fees:	£240.00
Total Cost:	£1,388.40

Enhanced Learning Credits can be used as part payment for this course; for advice on funding please speak to your Service Resettlement Advisor.

The cost of the course is to be **paid direct to** the Course Booking & Information Centre in advance as soon as possible after course booking or your place maybe re-allocated. Payment is to be made by credit/debit card over the phone.

To book your place on this course, contact us today

02894 456200 | Mil (9491) 56200 | CourseBookings@ctp.org.uk