

# ITIL® Service Manager Program

A Professional Development Program to master World's Best Practice in IT Service Management



Enablers of IT Service Management Excellence



## SERVICE MANAGER PROFESSIONAL PROGRAM

The Service Managers program moves beyond the theory of ITIL® and looks at the implementation challenges and rewards.

The ITIL® Service Managers program is so much more than a course to teach the ITIL® theory. In fact part of the assumed prior knowledge before joining this program is a thorough understanding of the ITIL® concepts and fundamentals.

In all aspects of management there are many more ways to fail than there are to succeed. It is the internal motivation of leaders that drives the desire to make improvements and persevere when the going gets tough.

The ITIL® Service Managers program will equip you with a variety of new skills, techniques, knowledge and ability to deal with the challenges and help you to realize your desire to be held in a high regard by your colleagues and peers.

## PROGRAM OUTLINE

In today's competitive climate, the challenge for IT management is to deliver high quality, cost effective services that provide measurable business benefits. There is a way to do this!

Applying a documented, integrated approach to IT Service Management - such as the Information Technology Infrastructure Library (ITIL®) - can lead to success.

ITIL® is a globally accepted best practice framework for managing IT services. Organizations around the world are using ITIL® processes to improve efficiency and communication in IT services.

The program is based on processes described in ITIL®'s Service Support and Service Delivery books. Learn how to apply, manage and analyze ITIL® processes in this comprehensive program. It includes case studies, exercises and theoretical teachings on operational and tactical processes.

## WHO SHOULD ATTEND?

This program is ideal for managers, directors or consultants involved in IT Service Management. In particular, individuals responsible for (improving) IT service provision.

## PREREQUISITES

Prior to being accepted into the ITIL® Service Managers Program, participants will be assessed against the following prerequisites:

- Foundation Certificate In IT Service Management
- A minimum of two years experience as a manager or consultant in the field of IT Service Management
- Project management experience
- Problem analysis experience
- Excellent communication, presentation, team building, negotiation and conflict resolution skills

## BENEFITS OF ATTENDING

After attending this program, attendees will understand what is required to apply the ITIL® framework to an organization. Participants will be skilled in:

- Analyzing an organization's IT infrastructure management
- Defining the IT Service Management processes
- Assessing these processes
- Providing advice on how to implement organizational changes
- Designing the organizational structure to manage its IT infrastructure
- Creating written management reports
- Work with resistance

## ASSESSMENT & CERTIFICATION

The ITIL® Service Managers Program prepares participants for the two examinations leading to the Manager's Certificate in IT Service Management, the highest level in the ITIL® certification program

An independent examination body awards the Manager's Certificate In IT Service Management after participants successfully pass their In-Course Assessment and receive a passing grade on each exam – Service Delivery and Service Support.

With successful completion of all assessment, participants receive the Manager's Certificate in IT Service Management.

ITIL® is a Registered Trade Mark, and a Registered Community Trade Mark of the Office of Government Commerce, and is Registered in the U.S. Patent and Trademark Office.

**Contact The Art of Service for further information on the IT Service Managers Program including program dates, pricing and registration.**

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