



# IT SERVICE MANAGER/CONSULTANT IN ITSM

ACCORDING TO ISO/IEC 20000

## BENEFITS OF THE QP\*

- ✓ Can save you training time and money by focusing on the most important aspects of ITSM
- ✓ Role based qualifications focusing on what your staff need to know
- ✓ Flexible program recognizing existing training investment for fast track routes
- ✓ Self-contained qualification program
- ✓ Qualifications include amongst many other topics; how to address cultural issues, practical guidance on implementing ITSM
- ✓ The boundaries of the program are defined by the ISO/IEC 20000 standard which means staff learn the most important aspects of ITSM
- ✓ Service providers can reap major benefits from this approach and need not be considering ISO/IEC 20000 certification to benefit

## QP\* FEATURES

- ✓ Accredited according to EN ISO/IEC 17024
- ✓ Award winning qualification program (itSMF 2008)
- ✓ Jointly developed with TÜV SÜD Akademie

## SPECIAL DELTA COURSE FOR EXISTING ITIL®2 SERVICE MANAGERS 7<sup>TH</sup> TO 8<sup>TH</sup> JULY 2009 – UTRECHT, THE NETHERLANDS

### COURSE OUTLINE

- Key elements of this special 2 day course are :
  - Design a service management plan
  - Design competency requirements
  - Integrate the service management system with other standards (frameworks) and bodies of knowledge
  - Design and manage the implementation of new or changed services
  - Create and maintain the IT service provision policies and indicators
  - Choose and use appropriate cultural change methods and techniques
  - Prepare for internal and external audits
  - Assess IT service management system capability
  - Assess management system health reports
  - Analyze the implication of management control of suppliers

### EXAM AWARD FOR SUCCESSFUL CANDIDATES

- Candidates passing the “Foundation Bridge” and “Management & Improvement” exams will be awarded the “Foundation”, the Professional Level “Management & Improvement of ITSM Processes” and the Management Track “IT Service Manager/Consultant in ITSM” certificates.

### LECTURER PROFILE

- David is a world renowned consultant and lecturer in the field of ITSM
- He has authored, contributed to and reviewed many ITSM books
- David has applied his knowledge in some of the world’s largest IT Service Management programs (up to \$5 billion USD)
- A member of the EXIN expert team, he was involved from the beginning of the new ITSM qualification program according to ISO/IEC 20000
- He helped the itSMF to establish the certification scheme which is used now for ISO/IEC 20000



DAVID CLIFFORD



\*IT Service Management Qualification Program (QP) according to ISO/IEC 20000

EXIN  
Examination Institute for Information Science



## GLOBAL ECONOMIC CRISIS? HERE'S HOW TO REDUCE YOUR TRAINING INVESTMENT AND REAP OPERATIONAL BENEFITS...

In today's IT Service Management marketplace there are many sources of best practice guidance to help service providers to enhance their service management system. Thousands of pages have been written across the globe but how do you navigate all of this guidance and extract the key points to concentrate on to establish a solid service management system? ITIL®, COBIT™, MOF® and others provide excellent advice but how do you break down in to manageable parts the extensive guidance that is available?

Thankfully, the answer is easy, the ISO/IEC 20000 standard provides a list of these key points in the form of requirements via a 'framework neutral' approach. By using this list as a 'table of contents' to navigate in to your best practice of choice it significantly reduces the knowledge and effort required to achieve potentially major benefits.



**Figure 1 :** Start with thousands of pages of framework guidance or use ISO/IEC 20000 to help to navigate the most important elements of the frameworks – “helping to get the focus back on to IT Service Management”

This will result in a service management system that is aligned to the agreed needs of the customers, is integrated across functions and involves the supply chain to ensure an end-to-end focus is maintained.

Through continual service improvement this excellent foundation can be built upon.

If certification to the standard for your organization is not currently on the agenda you can still use it as a benchmark to assist you in the areas that you need to concentrate on. Equally, if you are looking for qualifications that provide your staff with the required amount of knowledge to operate effectively then the EXIN / TÜV SÜD IT Service Management qualification program\*. It takes account of what staff need to know based upon their role needs as opposed to providing too much information that sometimes can only serve to confuse and elongate the training experience resulting in increased cost, loss of productivity and less effective results.

It has been designed to provide service provider staff at all levels with the necessary knowledge and techniques to deliver and support their customers' needs using the standard as a reference.

Whether you use ISO/IEC 20000 for certification objectives or whether you use it simply as an invaluable compliance benchmarking document you will have the potential to achieve significant benefits for yourselves and your customers.”