

Manager's Certificate in  
IT Service Management

**Enhanced  
CITREP Endorsed**

Terms & Conditions apply

Learn all about ITIL from the region's most  
experienced ITIL Practitioners

# ITIL MANAGER'S CERTIFICATE IN IT SERVICE MANAGEMENT

The ITIL Masters Program is designed for anyone who wants to ensure that they master best practice in IT Service Management. The program comprises 2 modules over 12 days of intensive training and provides an in-depth understanding of the 12 key ITIL processes as well as a thorough analysis of ITIL in a business context. The course culminates in two exams for the Manager's Certificate in IT Service Management, the premium service management qualification in the world today.

The two course modules are:

#### MODULE 1

Service Support & Exam (6 days)

#### MODULE 2

Service Delivery & Exam (6 days)



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**Singapore**

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**The ITIL Service Manager Masters Program is aimed at IT managers, senior service and support staff, consultants and anyone who needs to ensure that they master best practice in IT Service Management.**

Based on ITIL (the IT Infrastructure Library), the course comprises 2 modules over 12 days of intensive training. Through case studies and exclusive simulation, participants gain experience as an IT Service Manager dealing with key management issues of running an IT organisation and the implementation of ITIL. Invaluable practical implementation guidelines are provided.

### **Objectives and Learning Outcomes**

The overall objective of the ITIL Masters program is to ensure that participants can return to the workplace with the personal skills and knowledge necessary to properly deploy the implementation and integration of ITIL functions. Specifically, the aim is for each participant to be able to:

- Optimise an IT Service organisation by creating synergy between people, process and technology
- Audit and analyse IT Service Management processes in an organisation
- Design an organisational structure to support the management and use of IT Service Management processes
- Describe the IT Service Management processes, their interrelationships and application
- Implement ITIL processes into an organisation and create a cycle of continuous improvement
- Recognise and deal with organisational change issues encountered when working with process implementation
- Manage the ongoing operation of an IT Services organisation

### **Certification and Examination**

This course is designed to meet all the requirements of the Manager's Certificate in IT Service Management. This qualification is awarded on the basis of a successful in-course assessment by the instructors together with successful completion of the two three-hour examinations (one for Service Support and one for Service Delivery) held on the last day of the program. These exams are set and marked by EXIN, the Examination Institute for Information Science.

### **Who Should Attend**

This course is designed for IT Managers, consultants and senior staff in IT Service Management, especially those who are involved in improving and optimising IT Service Management environments or advising on ITIL.

### **What You Will Receive**

In addition to a comprehensive workbook, all course participants receive the official ITIL Service Support and Service Delivery books.

### **Learning Method**

This course is led by two instructors and features lecture sessions, case studies, exercises and interactive sessions. Some self-study is required.

### **Prerequisites**

The ITIL Foundation Certificate in IT Service Management is a pre-requisite for the ITIL Masters course. In addition, it is a requirement that participants have demonstrable prior experience in IT Service Management.

### Course Content and Structure

This training program has been structured to meet the requirements of the Manager's Certificate in IT Service Management. The program comprises three modules that set ITIL in a true business context and provide an in-depth understanding of the 12 key ITIL Service Support and ITIL Service Delivery processes. For each process the following aspects are covered in-depth:

- Goals and objectives
- Input, output and activities as well as relationships with other ITIL processes
- Set up of performance indicators to measure and manage process effectiveness
- Roles and responsibilities of the people involved
- Guidelines for successful implementation
- Possible problems and key considerations when implementing ITIL

#### Contents

##### Module 1: Service Support (5 days)

Provides an in depth understanding of the ITIL Service Support Processes. Includes:

- |                           |                            |
|---------------------------|----------------------------|
| ■ Service Desk (function) | ■ Change Management        |
| ■ Incident Management     | ■ Release Management       |
| ■ Problem Management      | ■ Configuration Management |

##### Module 2: Service Delivery (5 days)

Provides an in depth understanding of the ITIL Service Delivery Processes:

- |                            |                                    |
|----------------------------|------------------------------------|
| ■ Service Level Management | ■ Capacity Management              |
| ■ Financial Management     | ■ IT Service Continuity Management |
| ■ Availability Management  | ■ Security Management              |

##### Module 3: Review and Examination (2 days)

This final module provides a recap of all ITIL processes and preparation for the exam. There are two 3-hour exams on the last day leading to the Manager's Certificate in IT Service Management.

#### ITIL Simulation

The course features extensive and innovative use of ITIL simulation to provide additional knowledge and experience in the running of an IT organisation and the implementation of ITIL. Course participants are placed in the shoes of an organisation doing its best to maximise revenue through day-to-day operations. There are several rounds of simulation interspersed between course modules. Participants work together in a variety of roles to improve ITIL processes so as to achieve business goals. Improvements are demonstrated through a balanced approach encompassing people, process and technology .

PDA offers a comprehensive training program in ITIL at all levels – Foundation, Practitioner and Masters. Our courses are taught by leading practitioners with extensive “real world” experience. You don't get just the theory.

### ITIL Essentials

This 3-day 'flagship' course is the ideal starting point for anyone interested in ITIL. It provides a comprehensive insight into all ITIL processes and leads to the Foundation Certificate in IT Service Management

### ITIL V3 Foundation Bridging Course

One-day course provides a solid understanding of ITIL V3, where it differs from ITIL V2, and more importantly what ITIL V3 has to offer your organisation. The course prepares you for the Foundation Bridging Exam.

### IT Service Manager Masters Course

This program comprises 3 modules over 12 intensive days and is designed to ensure that participants truly master ITIL. It leads to the Manager's Certificate in IT Service Management, the premium service management qualification in the world today.

### ITIL Practitioner: Release and Control

Five-day course replaces the independent Change Management, Release Management and Configuration Management Practitioner Courses. You will learn how to implement, manage and optimise the CRC processes in an organisation through interactive classroom training.

### ITIL Practitioner: Support and Restore

Five-day course replaces the independent Service Desk/Incident Management and Problem Management Practitioner Courses. You will learn how to implement, manage and optimise the SIP processes in an organisation through interactive classroom training.

### ITIL Practitioner: Agree and Define

Five-day course replaces the independent Service Level Management and Financial Management Practitioner Courses. You will learn how to implement, manage and optimise the Agree and Define processes in an organisation through interactive classroom training.

### ITIL Practitioner: Plan and Improve

Five-day course replaces the independent Availability, Capacity and IT Service Continuity Management Practitioner Courses. You will learn how to implement, manage and optimise the Plan and Improve processes in an organisation through interactive classroom training.

**For more information please contact PDA**  
**learn@pdatrains.com.sg**

## HOW TO REGISTER

1.

Register Online  
[www.pdatrain.com.sg](http://www.pdatrain.com.sg)
2.

Send your details by email  
[learn@pdatrains.com.sg](mailto:learn@pdatrains.com.sg)
3.

Fax the Enrolment Form below to:  
**Fax: 6227 2885**  
**From any other country 65 6227 2885**
4.

Any queries please call Customer Service  
**Tel: 6227 2883**  
**From any other country 65 6227 2883**
5.

Post the completed Enrolment Form to:  
**PDA Professional Development Associates Pte Ltd**  
 Penthouse Level, Suntec Tower Three,  
 8 Temasek Boulevard, Singapore 038988

## COURSE DETAILS

**FEES:** (per delegate) **S\$ 9950 +GST**  
 ITIL Manager's Certificate in  
 IT Service Management (Course + Exam)

**COURSE INFORMATION:** The course is held from 9.00am to 5.00pm with registration from 8.30am on the first day. Upon enrolment you will be sent a confirmation letter giving full details.

**TERMS:** The course is of limited class size. To ensure admission, fees must be paid in advance or else an official Purchase Order Number must be supplied. Fees include tuition, lunch, coffee breaks and all course materials. An invoice will be forwarded to you upon receipt of enrolment.

**CANCELLATIONS:** Cancellations will be accepted up to 5 working days before the course. After that time no refunds can be given but substitutions can be sent at any time.

**CITREP ENDORSED:** The Enhanced CITREP supports up to 80% of the course and/or exam fees, capped at \$3000 (course and exam) / \$500 (exam only) per trainee. Terms and conditions apply. Please visit [www.ida.gov.sg/citrep](http://www.ida.gov.sg/citrep) for full details.

## ENROLMENT FORM

- ITIL Manager's Certificate in IT Service Management

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PDA Professional Development Associates Pte Ltd is a member of the ALC Group ([www.alc-group.com](http://www.alc-group.com)), providing leading-edge training in IT and management for business and government in Australia, Hong Kong, Indonesia, Malaysia, New Zealand and Singapore. ALC has no affiliation with vendors of software or hardware and provides completely independent unbiased training.

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