

# ITIL

# Practitioner Support and Restore

IT Service Management Practitioner  
- Support and Restore

**CITREP  
Endorsed**

Terms & Conditions apply

## New "Cluster" Certificate combining:

- ✓ Service Desk Practitioner
- ✓ Incident Management Practitioner
- ✓ Problem Management Practitioner

This new ITIL Practitioner Certificate is one of two "Cluster" certificates specially designed to meet the current needs of IT service management professionals and practitioners. The previously separate Practitioner Certifications in Service Desk, Incident Management and Problem Management have been combined into the one qualification collectively named *Support and Restore*.

Learn in this 5-day course how to implement, manage and optimise the SIP processes in your organisation and provide enhanced increased user support and IT infrastructure stability.

***Leads to the ITIL Practitioner Certificate: Support and Restore***

**Refer Website Schedule  
For Current Dates**



# ITIL Practitioner

## Service Desk, Incident & Problem Management

This practitioner course focuses on the implementation and management of the processes and function involved in providing users support and increasing IT infrastructure stability.

These include effective Incident and Problem Management processes, complemented by an effective Service Desk Function. It is aimed at optimising quality of service by responding to customer issues and requests in a controlled and time-effective manner, while also preventing reoccurrence of fault in the IT infrastructure.

Course work is completed in one five-day session during which participants will learn how to effectively implement, manage and optimise the Support and Restore processes in an organisation through interactive classroom training. Participants will be prepared to sit the associated EXIN certification examination.

### Learning Outcomes

At the end of this course you will be able to:

- Understand the ITIL model sufficiently to be able to develop, implement and manage an Integrated Incident and Problem Management framework, using Service Desk function as a critical component
- Understand best practices for dealing with customer enquiries and issues with the IT infrastructure, and be able to relate how these processes contribute to an increase in functionality and quality of IT services.
- Take and pass the exam for the Practitioner's Certificate in Support and Restore.

### Who Should Attend

This course is designed for ITIL Process Practitioners, ITIL Process Owners and any IT professionals who will participate in the managing, organising and optimising of one or more of the covered processes in their organisation.

### Learning Method

This course is conducted as an instructor-led workshop and includes a combination of lectures and exercises. All the exercises make use of a case study to give the opportunity to implement ITIL and to improve IT Service Management within a 'real organisation'. Due to the practical nature of the practitioner roles, this course has a balance of 40% theory and 60% exercises to ensure concepts are understood precisely.

### Pre-requisites

- The ITIL Foundation Certificate.
- Before taking the Practitioner examination the candidate must have attended accredited training and successfully completed the practical assignments.

### Course Instructor



This course is presented by PDA in association with Lucid IT Pty Ltd, well known as a leading provider of professional management, consulting and educational services in IT Service Management and the region's most experienced practitioner of ITIL. Lucid IT brings to bear a practical, holistic approach towards process implementation with a strong focus on the delivery of results using best practices such as ITIL, MOF, Prince2, Kotter and Balanced Scorecard

### In-House Training

This and other PDA courses are available for private presentation, either on your own premises or "off-site". There are many advantages to in-house training. Please contact PDA for a quotation and to discuss your requirements. Telephone 6227 2883 or email [samantha@pdatraining.com.sg](mailto:samantha@pdatraining.com.sg)

### ITIL "Cluster" Practitioners

ITIL certification is available at three levels: Foundation, Practitioner and Manager. Initially nine individual Practitioner Certificates were defined, corresponding to the nine key ITIL functions. Now, in response to the business and career needs of IT and Service Management professionals, the ITIL processes have been grouped by functionality and two new "cluster" practitioner certifications have been defined. The first 'Release and Control' combines the Change, Release and Configuration Management processes. The second 'Support and Restore' covers the Service Desk Function plus Incident Management and Problem Management. These "cluster" certifications are used and accepted by the ITIL Certification Management Board of which itsSMF International and OGC (the developers of ITIL) are members, and provide the necessary path for those who need to develop and demonstrate specialist knowledge of ITIL and its application.

## Course Contents

### 1 Introduction to ITIL Support and Restore

- Overview of ITIL framework
- High level Support and Restore process relationships
- Benefits

### 2 Service Desk

- Service Desk Function activities
- Process Performance Indicators
- Reporting
- Optimising the Service Desk Function
- Service Desk Tools and Tool requirements
- Best Practice Implementation of Service Desk Function

### 3 Incident Management

- Process inputs and outputs
- Incident Management activities
- Process Performance Indicators
- Process relationships and Communication framework
- Optimising the Incident Management process
- Incident Management Tools and Tool requirements
- Best Practice Implementation of Incident Management

### 4 Problem Management

- Process inputs and outputs
- Problem Management activities
- Process Performance Indicators
- Process relationships and Communication framework
- From Incident to Problem to Change
- Roles and Responsibilities
- Optimising the Problem Management process
- Problem Management Tools and Tool requirements
- Best Practice Implementation of Problem Management

### 5 Implementation of Support and Restore

- Implementation framework
- Creating a business case

### 6 Process Maintenance and Improvement

- Process optimisation approach
- Monitor and optimise
- Plan and conduct audits
- Process governance

### 7 Other Standards

- AS8015
- AS8018
- Six Sigma

### 8 Support and Restore Simulation - Rails R Us

- Practice managing and organising the process in a simulated environment
- Practice optimising the processes in a simulated environment
- Understanding of interfaces and relationships between the processes
- Understanding of the information flows between the processes

#### Exclusive ITIL Simulation

A special feature of this course is the ITIL Simulation session exclusively developed by Lucid IT. This session provides additional knowledge and experience in the management issues of running an IT organisation and the implementation of ITIL.

#### Examination

The *Practitioner Certificate in IT Service Management – Support & Restore* is awarded to those who have successfully completed this course and achieved a score of 65% or better on the two-hour multiple choice examination based on a case study presented during the course.

#### EXIN

EXIN is an independent globally-recognised institute dedicated to defining educational standards and developing and organising examinations in all major areas of Information Technology. EXIN is well-known for its ITIL certificates in IT Service Management and plays an important role in the development of international qualification standards. EXIN offers true objectivity because it does not conduct courses itself and is not affiliated with any organisation that does. For more information refer [www.exin-exams.com](http://www.exin-exams.com)

# ITIL Education Program

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 the 11 most important IT Service Support and Delivery processes and leads to the Foundation Certificate in IT Service Management.

## ITIL Executive Overview

One-day course designed to provide a high level perspective on ITIL. Available on an in-house basis only, the course shows how a vision for IT Service Management can be developed and how ITIL can facilitate IT-Business alignment.

## Implementing ITIL

Two-day course for those who have learned about ITIL and now need to implement ITIL in their organisation. The course answers the countless questions people have asked and issues they have faced when embarking on an ITIL implementation.

## ITIL Practitioner: Release and Control

Five-day course replaces the independent Change, Release 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.

## IT Service Manager Masters Course

This program comprises 4 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.

For more information on ITIL refer to [www.pdatrain.com.sg](http://www.pdatrain.com.sg) or [www.ogc.gov.uk](http://www.ogc.gov.uk)

## HOW TO REGISTER

1.  Register Online  
**[www.pdatrain.com.sg](http://www.pdatrain.com.sg)**
2.  Send your details by email  
**[seminars@pdatrain.com.sg](mailto:seminars@pdatrain.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\$ 3570 + GST**  
ITIL Practitioner Course + Exam

**VENUE:** Refer Website Schedule For Current Dates

**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:** Critical Infocomm Technology Resource Programme is a training incentive programme to equip Singapore infocomm professionals with critical and emerging skills, thus enabling them to enhance their employability and to improve their organisation's competitive advantage. Singaporeans and Singapore Permanent Residents may seek funding support under company or self sponsorships. For more details on CITREP and the eligibility criteria, please visit the IDA Website (<http://www.ida.gov.sg/Programmes/20060419151233.aspx>) or email PDA at [learn@pdatrain.com.sg](mailto:learn@pdatrain.com.sg).

## ENROLMENT FORM - ITIL Practitioner: Support & Restore

 PDA Professional Development Associates Pte Ltd is a member of the ALC Group ([www.alc-group.com](http://www.alc-group.com)), providing independent, leading-edge training in IT and management for business and government in Singapore, Malaysia, Hong Kong, Indonesia, Australia and New Zealand.

	NAME	POSITION
1	Mr/Mrs/Miss/Ms	
	Email	
2	Mr/Mrs/Miss/Ms	
	Email	

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Organisation: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_ Phone: ( ) \_\_\_\_\_ Fax: ( ) \_\_\_\_\_

1.  Cheque payable to *PDA Professional Development Associates Pte Ltd* 2.  Purchase Order No.: \_\_\_\_\_

<b>Person Making Booking:</b>	Mr/Mrs/Miss/Ms	<b>Send Invoice To:</b>	Mr/Mrs/Miss/Ms
	Position		Position
	Email		Email