



# ITIL Practitioner Support & Restore



## ITIL PROCESSES IN PRACTICE

### Course Objective

The 5-day ITIL® Practitioner Support & Restore training course fully prepares every participant for EXIN's "ITIL Practitioner Support & Restore" certification examination.

#### ITIL Practitioner Support & Restore Processes (IPSR):

- Service Desk
- Incident Management
- Problem Management

Each ITIL Practitioner training course teaches IT professionals how to manage, organize, execute, monitor and improve the key IT Service Management processes. ITIL Practitioner training courses are very practical with many hands-on assignments and are focused on work-related situations, including assessments.

### Prerequisites

- The ITIL Foundation in IT Service Management certificate is a prerequisite for every ITIL Practitioner training course
- At least three years of practical experience in the desired fields of study
- Hands-on experience with implementing and practicing ITIL's best practices for at least 6 months after passing for the ITIL Foundation examination is highly recommended to increase the chances of passing for the certification examination.

### Target Audience

- The ITIL Practitioner certification training courses are intended for professionals who will participate in managing, organizing and optimizing the operations of the processes in an IT Service Organization which has implemented, or started to implement, ITIL-based processes
- The target group consists of operational staff and managers wishing to extend their skills in planning, monitoring, reporting and optimizing, related to the processes addressed during the training course.

### Duration and Location

- The ITIL Practitioner Support & Restore Certification training course lasts 5 days. Please visit our website for more details about the other ITIL Practitioner courses we offer
- The training course and the EXIN certification examination are conducted at our training facilities or onsite at your own facilities
- Please contact us for the exact location of our open enrollment training courses.

### Curriculum

#### Participant will learn of the Process:

- Objectives and Scope
- Process Inputs, Activities and Outputs
- Process Roles & Responsibilities
- Planning the Activities
- Planning the Process Quality Criteria
- Planning for the Tool Selection
- Necessary Skills and Training of the People Working in the Processes
- Creation of Procedures
- Creation of Reporting Requirements
- Process Relationships
- Process Maturity Assessment
- Costs and Benefits of the Processes
- How to Manage the Processes
- How to Organize the Processes
- How to Improve the Processes

### EXIN Certification Examination

- A 2-hour **written** multiple-choice exam that is being proctored by EXIN
- Examination is conducted concurrently with the training class
- Our passing rates for this exam are consistently **75% and higher**. Please visit our website for the latest passing rates
- To increase your first-time passing chances it is highly recommend thoroughly studying the two ITIL processes and the function of the ITIL Service Support book prior to the training course.

### Course Schedule and Fees

- **Open Schedule Course Fees:** Please visit our website for the latest course schedule and competitive fees
- **Onsite Course Fees:** Please contact us for a competitive fixed-price quote.

### Price includes

- OGC's "ITIL Service Support" book
- Full color copies of the training material
- **All EXIN exam fees**, a thorough examination preparation with a **sample examination** and multiple practical hints and tips.
- Six months of e-tutor support for candidates that fail for the certification examination

### Why InterProm USA?

- We are one of the very few firms that is accredited for all three ITIL Certification courses and make use of our own course materials
- We use our own accredited instructors who possess 10-15 years of ITSM implementation experience