



Foundation Certificate in IT Service Management Syllabus

Syllabus

The Syllabus for the Certificate is based upon two volumes of the IT Infrastructure Library and covers the areas of Service Delivery and Service Support. The IT Infrastructure gives guidance on the provision of quality IT services. It is divided into two books each covering a number of closely related topics.

The Library was developed in recognition of organisations' growing dependency on IT. Without IT, most businesses cannot function; without quality IT, they cannot function well. Organisations therefore need quality IT services. These services must, of course, be matched to business needs and customer requirements as they evolve, and they must be provided economically which implies making optimum use of scarce IT skills.

The IT Infrastructure Library embodies good practice for IT service management. It provides a documented, systematic approach that will help organisations to deliver well managed IT services in the face of such difficulties.

'Within the 'Foundation Certificate in IT Service Management' there will be no abbreviations and acronyms that are not included in the itSMF's 'IT Service Management Pocket Guide'.

1.1. ORGANISATION, PLANNING AND CONTROL

The following topics should be dealt with in the context of the service support and delivery modules 12.2.1 – 12.2.5 and 12.3.1 – 12.3.5 below: objectives, scope, relationships and interfaces between the topics; terms of reference for feasibility studies; planning, management and implementation procedures; dependencies, staffing aspects and timing; post-implementation and audit procedures; benefits, costs and common problem areas; software tools; reporting for management control; mission statements; management metrics and key performance indicators; service sourcing issues. The role of the customer, Process improvement.

12. SERVICE SUPPORT

1.2.1 Configuration Management

Configuration Items and their relationships; planning control, levels, variants, models, versions and copies; naming conventions; baselines. Building, implementing and managing a configuration management database; using it to manage problems and changes. Configuration audits. The Definitive Software Library (DSL), Definitive Hardware Store (DHS) and Software Licence Management. Change & Configuration Management (C&CM) Plan.

1.2.2 Service Desk

The Service Desk Function and role. Interface between IT and users. Business Process Support. Local, central and virtual Service Desks. Reporting IT Service Quality, Structuring the Service Desk. Service Desk Education and Training. Use of knowledge bases. Outsourcing the Service Desk.

1.2.3 Incident Management

The Incident Management Process. First line incident support. Business Application Support. Designing the incident management process. Coding systems and use of scripts. Incident record content. Escalation.

1.2.4 Problem Management

Incidents, problems and known errors. Problem control and prevention; error control procedures. Coding systems for problem/error categorisation impact, urgency and priority. Proactive Problem Management, Problem solving techniques.

1.2.5 Change Management

Organisation of the Change Management function; role of the Change Advisory Board. Procedures for handling requests for change; priority levels and handling urgent changes; change authorisation. Scheduling, testing, backout plans and implementation of changes. Interface with project management. Change & Configuration Management (C&CM) Plan, Change Models.

1.2.6 Release Management

Storage and protection of management-authorized software in both centralised and distributed systems. The Definitive Software Library. Release of software and/or hardware into the live environment. Distribution of software. Implementation (bringing into service) of software and/or hardware. Client-server and Internet issues.

1.3. SERVICE DELIVERY

1.3.1 Service Level Management

Planning, negotiating and managing Service Level Requirements and Agreements; structure and content of typical Service Level Agreements; key service items. The SLM process; monitoring, reporting & reviewing. Service Targets. Underpinning contracts and OLAs. Service Improvement Programs (SIPs)

1.3.2 Capacity Management

Business Capacity Management, Service Capacity Management, Resource Management. Modelling and simulation; building a capacity management database; demand management, application sizing, Capacity Planning.

1.3.3 IT Service Continuity Management

Loss of IT service. Risk analysis and management. IT recovery options: Creating an ITSCM plan; implementing and testing the plan. Links to Business Continuity Plans. Return to normal

1.3.4 Financial Management for IT Services

Budgeting, IT Accounting & Charging. Building Cost Models. The importance of money as a management metric. Investment appraisal. Charging policy & pricing methods.

1.3.5 Availability Management

Planning and maintaining IT services. Recovery of failed systems. Ensuring that the availability and reliability of IT services to customers is in accordance with Service Level Agreements. Availability plans. Vital Business Functions (VBF). Methods & Techniques. Security.