

# ITIL® Training



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SV-ITIL-2007	3.0	9/14/2007

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## Document History

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## Distribution List

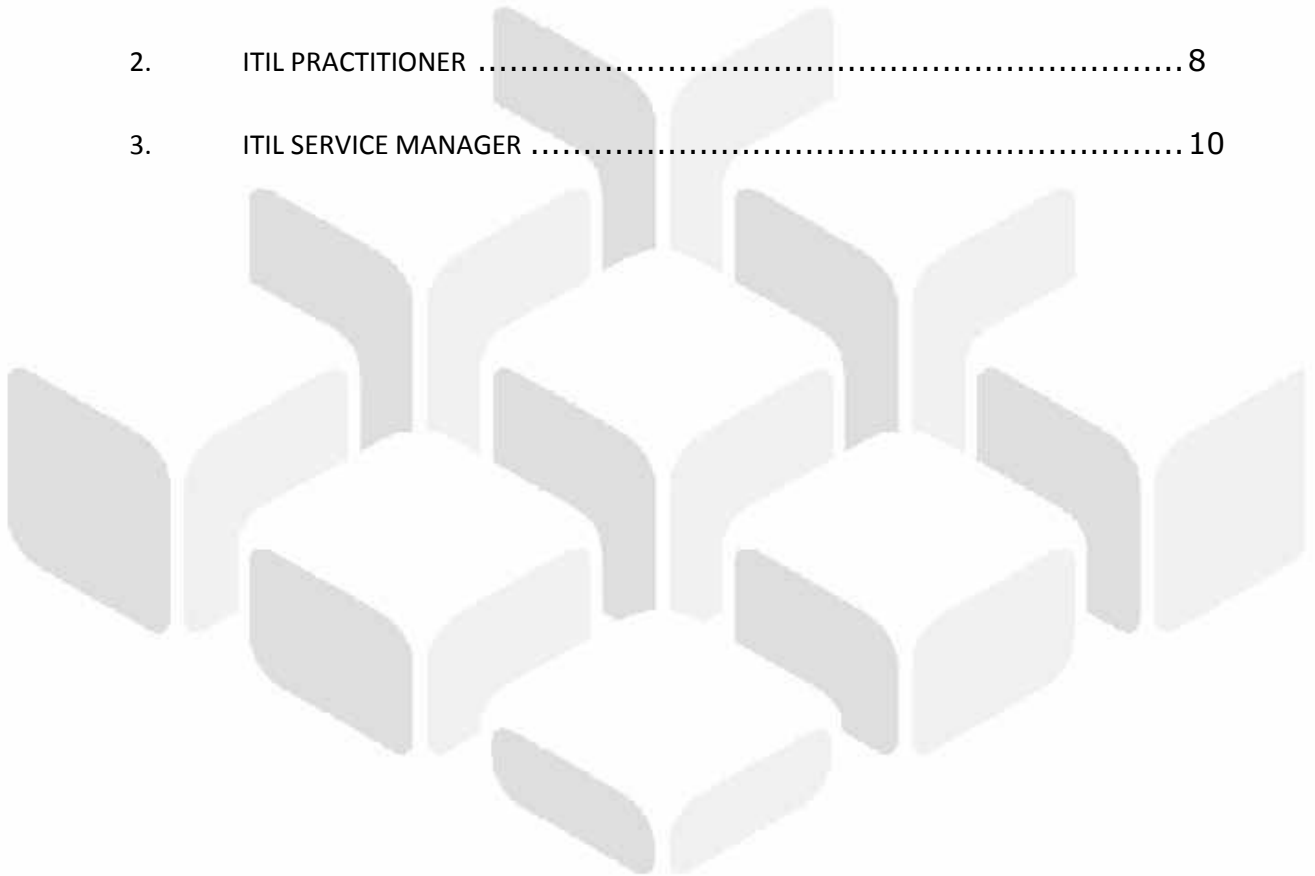
Version	:TO	Title	email

## Related documents

Document name	Format

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## 0. Executive Summary

Smart-View has a track record in Service Management implementations and its founder, Klaus Berghoffer has successfully launched the itSMF Romania chapter in fall 2004 and implemented service management in several Romanian companies as well as abroad.

Smart-View is EXIN accredited, authorized education center in Romania and trains ITIL V2 as well as the new ITIL V3; ITIL Version 3 is a complete refresh of ITIL published by itSMF international in July 2007. EXIN Certifications for V3 can be provided in fall 2007.

Smart-View offers ITIL trainings in Romania only with accredited trainers with a proven and long time track record, experience and several years in service management implementations in large organizations.

Smart-View has undergone a partnership with a well known Training Center that has been on the Romanian market for training since ten years.

Following trainings are offered:

- ITIL Foundations
- ITIL Practitioner
- ITIL Service Manager

The training provider provides all training material.  
For in-house trainings a projector only is necessary.

### 0.1. Deliverables

Certification for participation  
EXIN Certificate (optional)  
All training handouts, case studies and the mock-exam in electronic format.

### 0.2. Location

Trainings can be provided in-house at the client or at the training location. Off-site trainings include lunch and coffee breaks.

### 0.3. Trainer & References

Trainers have more than 10 years experience in IT Service Management. See henceforth the attached CV.

### 0.4. ITIL Versions

Since July 2007 ITIL Version 3 is officially launched. All courses until end of 2007 cover ITIL V2 since the certifications will be available until end 2008, but also introduce ITIL Version 3 in detail;

### 0.5. Pricing for Certification

Reference	Version	Date
SV-ITIL-2007	3.0	9/14/2007

The certificate prices are approx. 160 EUR for ITIL Foundations and 440 EUR for ITIL Service Manager

#### 0.6. Authorizations

Smart-View is an authorized Examination Center. The only active company in Romania that has acquired this authorization by itself without partnership.

See: [Exin](#) Website



## 1. ITIL FOUNDATIONS

**Course Type:** in-house or at client premises  
**Attendees:** ideally 12 persons (maximum 16 persons)  
**Language:** English (Romanian translation on request)  
**Duration:** 2.5 days

### Examinations

Foundations Certificate in IT Service Management. This course is prerequisite to all others.

### Training Goal

This course intends to deepen knowledge for specific processes, design and improve them on real life practical examples.

### Target group

The Foundations' Certificate in IT Service Management is intended for those in an IT organisation responsible for activities at the Service Desk and/or activities that are part of the Incident Management process as well as want to implement ITSM in their organization. . The practitioner has to be able to record, guard and improve this function and/or this process.

Typically this course is the starting point for IT staff that deals with IT Service Management.

### Prerequisite knowledge, skills and practical experience

Basic knowledge of IT Service Management (optional)  
Practical experience in the field of Incident Management/Service Desk

### Examination requirements

The exam covers definitions and terms of

1. Service Delivery
2. Service Support

### Average study load

16 hours of training, 90% theory and 10% case studies  
4 hours of Mock Exam and certification exam

### In course assessment

None.

### Literature (available during the course)

Service Support, Incident Management and Service Desk  
Norwich/London: CCTA/ The Stationery Office, 2000, ISBN 0113300158

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**Time allocated for examination**

60 min

**Examination type**

Multiple choice questions based on case study, 40 questions

English language

**Examination details**

Open book: no.

Electronic equipment permitted: none.

The exam is provided in paper format.

**Sample examination**

A Mock Exam will be provided during the course. Additionally each and every chapter is closed with sample questions from actual exams.

**Certification**

The attendants have the possibility to obtain a certificate from EXIN for the course taken in Romania via the EXIN authorized examination center Smart-View SRL. An accredited exams observer will be present.

## 2. ITIL PRACTITIONER

**Course Type:** in-house or at client premises  
**Attendees:** ideally 8 persons (maximum 12 persons)  
**Language:** English (Romanian language on request)  
**Duration:** 2 days per process

Practitioner's Certificate in IT Service Management Incident Management/Service Desk (ITIL Practitioner Incident Management/ Service Desk)

### Training Goal

This course intends to deepen knowledge for specific processes, design and improve them on real life practical examples.

### Target group

The Practitioner's Certificate in IT Service Management Incident Management / Service Desk is intended for those in an IT organisation responsible for activities at the Service Desk and/or activities that are part of the Incident Management process. The practitioner has to be able to record, guard and improve this function and/or this process.

### Prerequisite knowledge, skills and practical experience

Foundation Certificate in IT Service Management  
Practical experience in the field of Incident Management/Service Desk

### Examination requirements

Incident Management  
Support tools and equipment  
Communication  
Reporting

### Average study load

16 hours of training, 30% theory and 70% assignments  
4 hours of homework assignments  
20 hours of study of the Availability Management module

### In course assessment

None.

### Literature (available during the course)

Service Support, Incident Management and Service Desk  
Norwich/London: CCTA/ The Stationery Office, 2000; ISBN 0113300158

### Time allocated for examination

120

### **Examination type**

Multiple choice questions based on case study, 40 questions

### **Examination details**

Open book: no.

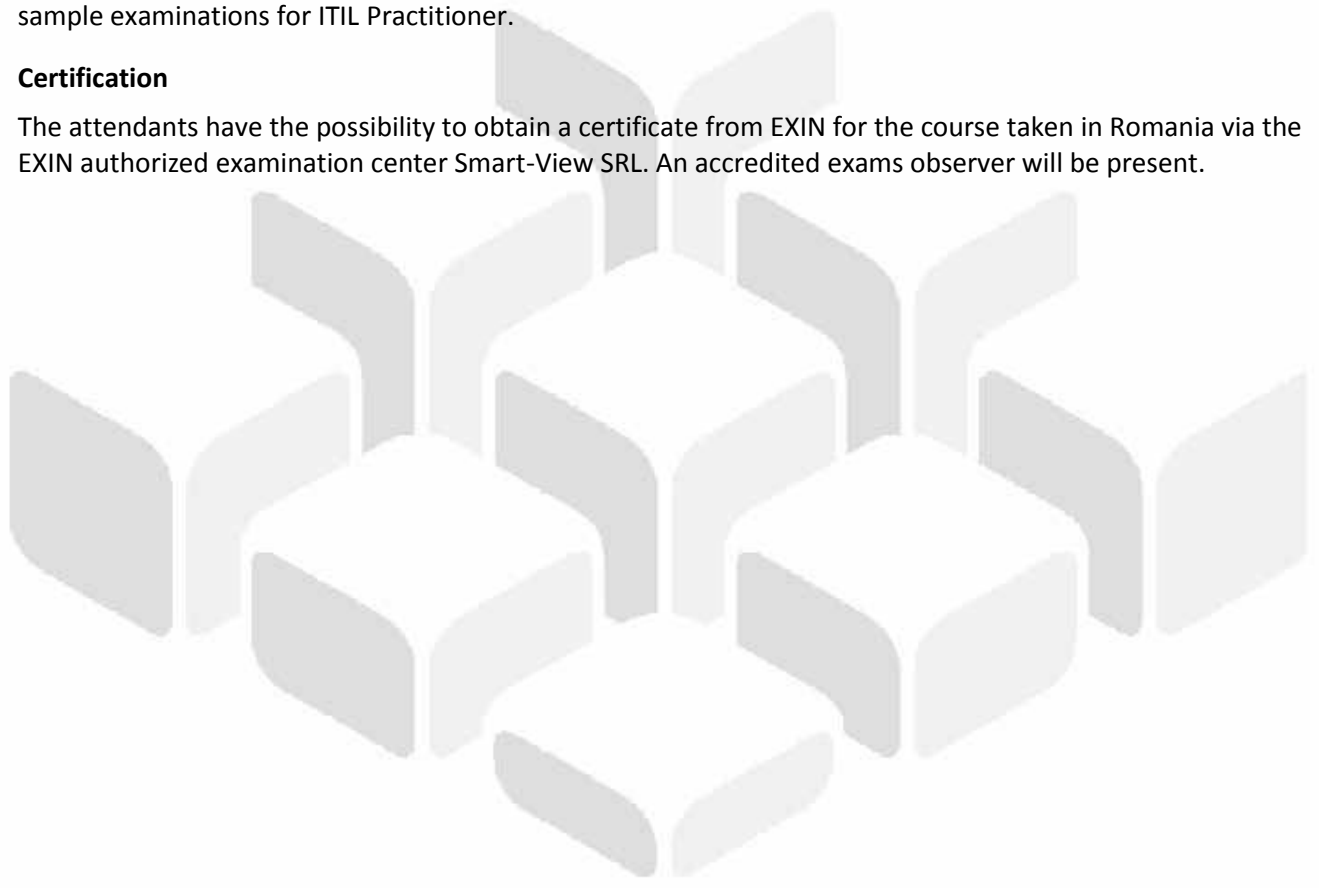
Electronic equipment permitted: none.

### **Sample examination**

When preparing for the exam you can use the sample examinations. In the Bookshop you can order the sample examinations for ITIL Practitioner.

### **Certification**

The attendants have the possibility to obtain a certificate from EXIN for the course taken in Romania via the EXIN authorized examination center Smart-View SRL. An accredited exams observer will be present.



### 3. ITIL SERVICE MANAGER

**Course Type:** in-house or at client premises  
**Attendees:** ideally 12 persons (maximum 16 persons)  
**Language:** English (Romanian translation on request)  
**Duration:** 8 days (2 x 4 days or 2+3+3 days)

#### Examinations

Manager's Certificate in IT Service Management (ITIL Service Manager) covering two topics:

ITIL Service Manager Service Support

ITIL Service Manager Service Delivery

#### Training Goal

This course is the last in the ITIL Service Management learning path and has as goal to enable staff to be self-supporting in ITSM, create, implement, monitor and improve ITIL processes and act as self-supporting Service Managers within an organization or as independent consultant.

The course focuses on the added value of service management; all terms of ITIL Foundations training are recapitulated. Self Assessments and case studies through the course period are worked out in teams; each participant is able to present added values of all processes to an audience/team that has been determined with the Belbin team-roles methodology.

#### Target group

The Manager's Certificate in IT Service Management is aimed at managers and consultants in IT Service Management, especially those who are involved in implementing ITIL or advising on ITIL. The Foundation Certificate is a prerequisite for the Manager's Certificate in IT Service Management.

#### Prerequisite knowledge, skills and practical experience

- Higher educational level or level obtained through practical experience or self-study.
- The Foundation Certificate in IT Service Management.
- Good spoken and written language skills.
- Speaking skills, presentation skills, empathy, meeting skills, teamwork skills.
- At least two years professional experience as manager or consultant in the field of IT management.

#### Examination requirements

The examination requirements are:

- Analyze IT Service Management processes within an organization
- Designing organizational structure
- Describing the IT Service Management processes
- Assessing and auditing IT Service Management processes
- Implementing change processes
- Reporting skills
- Management skills

### **In course assessment**

Part of the examination is made up of an in course assessment. Management skills and competencies, exam requirement 7, will be assessed by an EXIN-accredited training provider during the training course. In order to obtain the Manager's Certificate in IT Service Management, the result of this in course assessment must be satisfactory. A certificate in Service Management cannot be obtained from EXIN without the training and the in-course assessment approved by an accredited training provider.

### **Literature** (available during the course)

#### A Service Delivery

Norwich/London: OGC / The Stationery Office, 2001; ISBN 01 133 0017 4

#### B Service Support

Norwich/London: CCTA/ The Stationery Office, 2000; ISBN 01 133 0015 8

### **Time allocated for examination**

180 minutes for Service Delivery

180 minutes for Service Support

### **Examination type**

Open question based on a case study; five questions per examination paper.

### **Examination details**

Open book: no

Not allowed to consult any kind of literature or notes during the examination.

### **Sample examination**

Yes

### **Average study load**

64 hours of training, 20% theory and 80% assignments

10 hours of homework assignments  
100 hours exam preparation

### Certification

The attendants have the possibility to obtain a certificate from EXIN for the course taken in Romania via the EXIN authorized examination center Smart-View SRL. An accredited exams observer will be present.

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