

HP Education Services Course Description

ITIL service manager ISEB exam preparation (UC409s)



This two-day course helps the participant prepare for the ISEB ITIL (IT Infrastructure Library) Service Support and the Service Delivery exams. Passing these two exams leads to the accredited 'Managers Certificate in IT Service Management'. Exam techniques are outlined, the exam case is analyzed in detail and possible problem areas within the case are identified per process. Possible questions are discussed in the group. The participant leaves the course with material to better prepare for the exam.

Audience

IT Professionals who want assistance with their preparation for the ISEB service management examinations.

Course Objective

To adequately prepare the participant to take and pass the ISEB Service Support and Service Delivery exams.

Prerequisites

- The student needs to have passed the ITIL foundation exam from either ISEB or EXIN.
- Service Delivery ITIL Manager in ITSM (U8688S) and Service Support ITIL Manager in ITSM (U8687S).
- ITIL Service Support Book studied (ISBN 0-11-330015-8).
- ITIL Service Delivery Book studied (ISBN 0-11-330017-4).
- Examination Case received and analyzed.

Benefits to You

The exam preparation workshop helps you better prepare for the examinations. An in depth analysis of the case study that is being used on your exam and an indication of possible problem areas in the case will help you focus your studies.

Why education services from HP?

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Course Title: ITIL service manager ISEB exam preparation

HP Product Number: UC409s

Category/Subcategory: ITIL/Service Manager

Course Length: 2 days

Level: Advanced

Delivery Language: English

To Order: You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

Next Steps: ITIL Service Support and ITIL Service Delivery examination (three hours each).

Detailed Course Outline

Introduction

- Exam techniques
- Analyzing case studies
- Study techniques

Analyzing exam case

- Group case reading
- Group case analysis with respect to ITIL topics

Case problems

- Spotting case problems per process
- Discussing case problems for possible solution directions

Questions

- Generating possible questions
- Discussing possible answers

Course Program

- Ongoing recaps
- Exam preparation

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