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ITIL® V2 Practitioner

Courses Number 1964

The Information Technology Infrastructure Library (ITIL®) body of knowledge provides best practice guidelines towards the deployment of quality IT services. However, applying these concepts in practical, effective means presents another challenge to the IT organization. The ITIL® V2 Practitioner course provides the necessary learning environment for practical process design and implementation, given by IT professionals with the hands-on experience in successfully deploying these same ITIL® processes.

This five-day, on-site, instructor-led training course aims to provide the participant with a detailed process design or model, which can be the basis for one that is customized for his specific IT environment. The critical success factors, potential performance issues, people concerns, and metrics for each of the ITIL® processes are impressed upon the participants.

Prerequisites

Participants are required to be holders of an ITIL® V2 Foundation Certificate. The certification organizations require a proof of attainment copy of your certificate prior to taking the course if the participant plans on taking the certification examination.

Optional Certification Examination

The ITIL® V2 Practitioner Course includes a two-hour exam consisting of 40 multiple choice questions leading to the ITIL® Practitioner Certification.

Who Should Attend?

This ITIL® Practitioner course is intended for IT professionals responsible for planning and executing service management improvement initiatives.

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Course Syllabus

- Incident Management, Problem Management, and Service Desk
 - The Incident Control Lifecycle (first line Incident Management, escalation, and the interface between IT and users)
 - Incident recording, diagnostic aids, and incident reporting
 - The Problem Lifecycle
 - Identification and recording of known errors
 - Techniques for Problem Trending
 - Service Desk scope and setup
 - Types of Service Desk systems
 - Tips for Service Desk tool selection
 - The Service Desk and other service management processes
 - Using a CMDB to manage the Incident, Problem, and Change lifecycle
- Configuration, Change, and Release Management
 - Configuration Management scope, concepts, and terminology
 - Configuration Identification, Control, Status Accounting, and Verification
 - CMDB implementation and maintenance
 - Change Management scope, concepts, and terminology
 - Normal and urgent change process lifecycles including prioritization, impact assessment, and resource assessment
 - The Change Advisory Board
 - Release Management scope, concepts, and terminology
 - Definitive Software Library setup
 - Hardware and software releases
 - Using a CMDB to manage the Incident, Problem, and Change lifecycle
- Service Level Management
 - Service Level Management scope, concepts, and terminology
 - Service Catalog content, production, and maintenance
 - Service Level Agreement (SLA) content, design, and structure
 - Underpinning agreements for SLAs
 - SLA monitoring and reporting
 - Service Level Review meetings
 - SLM as a starting point for a Service Improvement Program

For More Information or to Place an Order

Contact Pultorak & Associates at (206) 729-1107, info@pultorak.com, or visit our website at www.pultorak.com.



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