

BCS Service Level Management (SLM)

ITIL® is recognised internationally as the best practice approach to IT Service Management (ITSM) aligning the provision of IT Services with the needs of the business. It is used globally by thousands of organisations throughout the private and public sectors to improve the way in which they implement and manage IT Services.

The ITIL qualification scheme also recognises other certifications which add value to ITIL best practices and its own certification portfolio. These certifications are recognised under the ITIL Complementary Qualifications Scheme. Such certifications are given a credit value which successful delegates can add to the credits gained from other ITIL certifications and use towards their ITIL Expert Level qualification.

This certificate provides a comprehensive understanding of the principles required and practical experience of using industry best practice to:

- Compile a Service Catalogue
- Identify service level requirements
- Construct Service Level Agreements following negotiation with the customers
- Review service performance
- Implement and manage service improvement plans or programmes.

Benefits to the individual

- Recognised professional qualification
- Understand the application of service level management principles that contribute to industry best practice
- Understand service level management processes and how they may be used to enhance the quality of IT service support within an organisation

Benefits to the business

- The adoption and application of proven best practice processes results in improved IT services and increased productivity throughout the business
- The ability to agree service levels with the customer and then to deliver these in full leads to increased customer satisfaction
- The ability to monitor, review and report on service performance against targets allows improvements to be made when necessary thereby leading to greater service levels and customer satisfaction

Audience

Project managers, business managers & business process owners involved in defining service level requirements

Those who require a working knowledge of the industry best practice used in SLM and how it can be used to improve the quality of ITSM within an organisation

Those who are required to deliver or improve SLM within an on-going Service Improvement Programme

Course duration

This is a three day course. The exam is taken on the third day.

Pre-requisites

Delegates must hold the ITIL Foundation and should also have::

A minimum of one year's experience in an IT Service Management

Responsibility for the delivery and maintenance of a specific service management process

Several years' experience in a specialist service management



Course outline

The objectives of this course are:

- To enable delegates to apply industry best practices in their working environment
- To develop and improve the customer and business focus of Service Level Management
- For delegates to be able to assist with the planning and implementation of Service Level Management
- To enable delegates to implement and manage Service Improvement Programmes (SIPs)

The course is conducted through interactive group study using practical examples and activities. Delegates will also sit a mock exam.

Over the three day course, the following topics are covered:

Exam details

The 90 minute exam consists of 25 multiple choice questions. The questions are based on a number of scenarios and the pass mark is 16/25 or 64%. This is a closed book exam i.e. entrants may not refer to any course materials or their own notes.

Course content

- Introduction
- Service Level Management processes. Service Level Management concepts and principles
- The how - ITIL and its application to Service Level Management
- A generic Service Level Management process
- The what – the requirements of the ISO/IEC 20000 standard
- Tools, methods and techniques
- Service Level Management roles and responsibilities – SFIA and ITIL. Skills Framework for the Information Age (SFIA) and its use with defining Service Level Management roles
- ITIL and its use in defining Service Level Management roles
- Control, measurement and reporting activities. COBIT® and its application to Service Level Management
- The preparation of Service Level Management reports for dissemination
- Analysis of Service reports, Availability reports and Operational reports. The analysis of Operational, Service and Availability reports identifying trends
- Interfaces and dependencies