



ICT Mentors' e-learning portfolio provides our delegates with materials for study at the comfort of their homes, work place etc.

We provide white labelled training packages and courses in:

- ITIL
- COBIT 5
- ISO/IEC 2000
- OBASHI
- DevOps
- Business Relationship Management (BRM)
- RESILIA
- Certified Agile Service Manager (CASM)
- SIAM
- VeriSM
- Business Analysis

SIAM[®] FOUNDATION

SIAM Foundation

The fully accredited SIAM Foundation course introduces service integration and management, including its history, business drivers, roles, challenges and the processes that support SIAM models. It is suitable for anyone working in, or wishing to work in an organization using SIAM management practices.

Course Content:

- 21 easy to absorb lessons covering SIAM terminology, concepts, structural elements and challenges
- Includes video tutorials, study guides and quizzes
- Study duration: 18 hours

Lessons in this course

Lesson 1: Introduction to SIAM

Lesson 2: Purpose and value

Lesson 3: The SIAM ecosystem

Lesson 4: SIAM structures

Lesson 5: SIAM roadmap part 1

Lesson 6: SIAM roadmap part 2

Lesson 7: SIAM roadmap part 3

Lesson 8: SIAM roadmap part 4

Lesson 9: SIAM roles & responsibilities part 1

Lesson 10: SIAM roles & responsibilities part 2

Lesson 11: SIAM roles & responsibilities part 3

Lesson 12: SIAM practices part 1

Lesson 13: SIAM practices part 2

Lesson 14: Processes part 1

Lesson 15: Processes part 2

Lesson 16: Challenges and risks part 1

Lesson 17: Challenges and risks part 2

Lesson 18: Challenges and risks part 3

Lesson 19: SIAM and other practices part 1

Lesson 20: SIAM and other practices part 2

Lesson 21: Exam preparation

Course Options: 30 and 60 day courses are available

Course Pre-requisites: This course does not require any existing knowledge of SIAM. Knowledge of IT service management terminology is recommended, for example ITIL[®] or ISO/IEC 20000.

Exam Details: 50 multiple choice questions, 60 minute duration with a 65% pass mark. Exam can be taken online with a web proctor (with EXIN). Candidates must have completed the SIAM Foundation course before requesting their exam voucher.

Suitable for: anyone working in, or wishing to work in an organization using SIAM management practices.



VeriSM Foundation

The fully accredited VeriSM Foundation course introduces VeriSM, gives a clear understanding of services and service management and the VeriSM model and explains how an organization can incorporate many different management practices to support the delivery of services.

Course Content:

- 22 easy to absorb lessons covering the VeriSM model, innovative technologies, progressive practices, the service organization, service culture and people and organizational structure
- Includes video tutorials, study guides and quizzes
- Study duration: 14 hours

Lessons in this course

- **Lesson 1:** Organizational context & governance
- **Lesson 2:** Digital transformation
- **Lesson 3:** Service Culture
- **Lesson 4:** Organizational structure
- **Lesson 5:** Teams
- **Lesson 6:** Service Provider Challenges
- **Lesson 7:** Organizational change principles
- **Lesson 8:** Introduction to the VeriSM model
- **Lesson 9:** The VeriSM Model Part 1 Define
- **Lesson 10:** The VeriSM Model Part 2 Produce
- **Lesson 11:** The VeriSM Model Part 3 Provide
- **Lesson 12:** The VeriSM Model Part 4 Respond
- **Lesson 13:** Adapting the VeriSM Model
- **Lesson 14:** Progressive practices Agile
- **Lesson 15:** Progressive practices DevOps and SIAM
- **Lesson 16:** Progressive practices Lean Shift Left
- **Lesson 17:** Progressive practices CXUX Continuous Delivery
- **Lesson 18:** Innovative Technologies- Part 1
- **Lesson 19:** Innovative Technologies- Part 2
- **Lesson 20:** Innovative Technologies- Part 3
- **Lesson 21:** Getting Started Lesson
- **Lesson 22:** Exam Preparation

Course Options: 30 and 60 day courses are available

Course Pre-requisites: This course does not require any existing knowledge VeriSM

Exam Details: 40 multiple choice questions, 60 minute duration with a 65% pass mark. Exam can be taken online with a web proctor (with EXIN). Candidates must have completed the VeriSM Foundation course before requesting their exam voucher.



VeriSM Essentials

The fully accredited VeriSM Essentials course will give a basic understanding of service management, culture and organisational structure using the VeriSM model.

The VeriSM Essentials certification is a stand alone course, but delegates can later take VeriSM Plus to become VeriSM Foundation certified.

Course Content:

- 13 easy to absorb lessons covering the service management basics in the digital age using the VeriSM model
- Includes video tutorials, study guides and quizzes
- Study duration: 7 hours

Lessons in this course

- **Lesson 1:** Organizational context and governance
- **Lesson 2:** Digital transformation
- **Lesson 3:** Service Culture
- **Lesson 4:** Organizational structure
- **Lesson 5:** Teams
- **Lesson 6:** Service Provider Challenges
- **Lesson 7:** Organizational change principles
- **Lesson 8:** Introduction to the VeriSM model
- **Lesson 9:** The VeriSM Model Part 1 Define
- **Lesson 10:** The VeriSM Model Part 2 Produce
- **Lesson 11:** The VeriSM Model Part 3 Provide
- **Lesson 12:** The VeriSM Model Part 4 Respond
- **Lesson 13:** Exam Preparation

Course Options: 30 and 60 day courses are available

Course Pre-requisites: This course does not require any existing knowledge VeriSM

Exam Details: 20 multiple choice questions, 30 minute duration with a 65% pass mark. Exam can be taken online with a web proctor (with EXIN). Candidates must have completed the VeriSM Essentials course before requesting their exam voucher.



VeriSM Plus

The fully accredited VeriSM Plus course provides an introduction to new management practices (DevOps, Agile, Lean, SIAM etc.)

The VeriSM Plus certification allows students who hold VeriSM Essentials, ITIL Foundation or ISO/IEC 20000 Foundation certification to bridge to the VeriSM Foundation certification.

Course Content:

- 18 easy to absorb lessons covering the VeriSM™ model, innovative technologies, progressive practices, and innovative technologies
- Includes video tutorials, study guides and quizzes
- Study duration: 7 hours

Lessons in this course

- **Lesson 1: Digital transformation**
- **Lesson 2: Organizational structure**
- **Lesson 3: Teams**
- **Lesson 4: Introduction to the VeriSM model**
- **Lesson 5: The VeriSM Model Part 1 Define**
- **Lesson 6: The VeriSM Model Part 2 Produce**
- **Lesson 7: The VeriSM Model Part 3 Provide**
- **Lesson 8: The VeriSM Model Part 4 Respond**
- **Lesson 9: Adapting the VeriSM Model**
- **Lesson 10: Progressive practices Agile**
- **Lesson 11: Progressive practices DevOps and SIAM**
- **Lesson 12: Progressive practices Lean Shift Left**
- **Lesson 13: Progressive practices CXUX Continuous Delivery**
- **Lesson 14: Innovative Technologies - Part 1**
- **Lesson 15: Innovative Technologies - Part 2**
- **Lesson 16: Innovative Technologies - Part 3**
- **Lesson 17: Getting Started**
- **Lesson 18: Exam Preparation**

Course Options: 30 and 60 day courses are available

Course Pre-requisites: VeriSM Essentials Certificate or a current Foundation Certificate from most other recognised service management frameworks (ITIL, ISO/IEC 20000, IT4IT etc)

Exam Details: 20 multiple choice questions, 30 minute duration with a 65% pass mark. Exam can be taken online with a web proctor (with EXIN). Candidates must have completed the VeriSM Plus course and hold the pre-requisite certificate before requesting their exam voucher.

COBIT® FOUNDATION

COBIT 5 Foundation

This course provides a comprehensive introduction to COBIT 5. COBIT 5 Foundation certificate holders can understand the governance and management of enterprise IT, create awareness at senior levels and decide which elements of COBIT will benefit their organisation.

Course Content:

- 6 easy to absorb modules covering terminology, structure, concepts and value
- Includes video tutorials, study guides and quizzes
- Study duration: 18 hours
- Module 1: Overview and key features
- Module 2: Principles
- Module 3: Enablers
- Module 4: Implementation
- Module 5: Process capability assessment model
- Module 6: Exam preparation

Course Options: 30 and 60 day courses are available

Course Prerequisites: None. This COBIT 5 Foundation is a prerequisite for students wanting to take more advanced study including the COBIT 5 Assessor and Implementation certificates

Exam details: 50 multiple choice questions. 40 minute duration with a 50% pass mark. Exam can be taken online with a web proctor (with PEOPLECERT). Students should have completed the COBIT 5 Foundation course before requesting their exam.

Suitable for: Business Management, Chief Executives, IT/IS Auditors, Internal Auditors, Information Security and IT Practitioners, Consultants, IT/IS Management and anyone else with an interest in IT governance and management.

Would also be suitable for students who have studied ITIL or ISO/IEC 20000, although this is not a requirement.

Further Information

The COBIT 5 course is part of the Foundations for Professionals program.

The COBIT 5 course is delivered for your students at training.ict-mentors.com

ISO20000® FOUNDATION

ISO/IEC 20000 Foundation

This course provides a comprehensive introduction to ISO/IEC 20000, the international standard for service management. Foundation certificate holders can understand the structure of the standard and key terms used within it. They will understand what an organisation needs to do in order to be accredited to the standard.

Course Contents:

- 6 easy to absorb modules covering terminology, structure, concepts and value
- Includes video tutorials, study guides and quizzes
- Study duration: 15 hours
- Module 1: Introduction to ISO/IEC 20000
- Module 2: Service management system general requirements
- Module 3: Service delivery and relationship processes
- Module 4: Design, transition, control and resolution processes
- Module 5: Audits
- Module 6: Exam preparation
- Includes free eBook: ISO/IEC 20000:2011 A Pocket Guide

Course Options: 30 and 60 day courses are available

Course Prerequisites: None. The ISO/IEC 20000 Foundation certificate is a pre-requisite for anyone wanting higher level training in ISO/IEC 20000

Exam details: 40 multiple choice questions. 60 minute duration with a 65% pass mark. Exam can be taken online with a web proctor (with PEOPLECERT). Candidates must have completed the ISO/IEC Foundation Course before requesting their exam voucher.

Suitable for: People who are working in an organisation that is using service management guidance (like ITIL) to deliver its services. Would also be suitable for students who have studied ITIL or COBIT 5, although this is not a requirement.

Further Information

The ISO/IEC 20000 course is part of the Foundations for Professionals program.

The ISO/IEC 20000 course is delivered for your students at training.ict-mentors.com

OBASHI[®] FOUNDATION

OBASHI Foundation

This course provides a comprehensive introduction to OBASHI. OBASHI Foundation certificate holders can work as part of an OBASHI team, understand how OBASHI supports business strategy and explain the benefits of OBASHI. OBASHI is a revolutionary new methodology to allow you to really understand how your business works.

Course Contents:

- 12 easy to absorb lessons covering terminology, structure, concepts and value
- Includes video tutorials, study guides and quizzes
- Study duration: 13.5 hours
- Lesson 1: Introducing OBASHI
- Lesson 2: OBASHI and business strategy, digital flow and digital dynamics
- Lesson 3: Core principles
- Lesson 4: Business and IT Diagrams and Dataflow Analysis View
- Lesson 5: Elements and layers
- Lesson 6: Relationship rules
- Lesson 7: Relationship types part 1
- Lesson 8: Relationship types part 2
- Lesson 9: Techniques and standards
- Lesson 10: Physical vs. Logical
- Lesson 11: Modelling using OBASHI
- Lesson 12: The OBASHI exam

Course Options: 30 and 60 day courses are available

Course Prerequisites: There are no prerequisites for anyone wishing to take this course.

Exam details: OBASHI: 50 multiple choice questions. 60 minute duration with a 60% pass mark. Exam can be taken online with a web proctor (with APMG). Candidates must have completed the OBASHI Foundation Course before requesting their exam voucher.

Suitable for: OBASHI is applicable to any organisation and at all levels.

Further Information

The OBASHI Foundation course is part of the Foundations for Professionals program.

The OBASHI course is delivered for your students at training.ict-mentors.com

FOUNDATION IN BUSINESS ANALYSIS

Business Analysis Foundation

This course will provide you with an understanding of business analysis, including the role and competencies of a Business Analyst, investigation techniques, how to categorise, analyse and manage stakeholders and model business processes, how to make a business and financial case and how to establish, document and model requirements

Course Contents:

- **Lesson 1:** Introduction to Business Analysis
- **Lesson 2:** The competencies of a Business Analyst
- **Lesson 3:** Strategy Analysis Part 1
- **Lesson 4:** Strategy Analysis Part 2
- **Lesson 5:** Business Analysis Process Model
- **Lesson 6:** Investigation Techniques Part 1
- **Lesson 7:** Investigation Techniques Part 2
- **Lesson 8:** Investigation Techniques Part 3
- **Lesson 9:** Stakeholder Analysis and Management
- **Lesson 10:** Modelling Business Processes Part 1
- **Lesson 11:** Modelling Business Processes Part 2
- **Lesson 12:** Defining the Solution
- **Lesson 13:** Making a Business and Financial Case
- **Lesson 14:** Establishing the Requirements
- **Lesson 15:** Delivering the Requirements
- **Lesson 16:** Documenting and Managing Requirements
- **Lesson 17:** Delivering the Requirements
- **Lesson 18:** Delivering the Business Solution
- **Lesson 19:** Exam Preparation

Course Options: 30 and 60 day courses are available

Prerequisites: This course does not require any existing knowledge of BA.

Exam details: 40 multiple choice questions. 60 minute duration with a 65% pass mark. Exam can be taken online with a web proctor (with EXIN). Students must have completed the BA Foundation course before requesting their exam voucher.

Suitable for: The Business Analysis Foundation course is for people who want to understand business analysis, support change and improve business processes particularly Business Analysts, Business Managers and members of their team, Business Change Managers and Project Managers

The BA Foundation course is delivered for your students at training.ict-mentors.com

RESILIA™ FOUNDATION

RESILIA Foundation

The RESILIA Foundation qualification takes delegates through a lifecycle approach to organisational cyber resilience, from creating a strategy aligned to business objectives through to operational cyber resilience activities. The course is suitable for anyone who needs an awareness of how to protect an organisation's information assets, as well as how to recover from a cyber breach.

Course Contents:

- Module 1: Introduction to cyber resilience
- Module 2: Risk management
- Module 3: Managing cyber resilience
- Module 4: Cyber resilience strategy
- Module 5: Cyber resilience design
- Module 6: Cyber resilience transition
- Module 7: Cyber resilience operation
- Module 8: Cyber resilience improvement
- Module 9: Roles and responsibilities
- Module 10: Exam preparation

Course Options: 30 and 60 day courses are available

Prerequisites: This course does not require any existing knowledge of cyber resilience.

Exam details: 50 multiple choice questions. 110 minute duration with a 66% pass mark. Exam can be taken online with a web proctor (with PEOPLECERT). Students must have completed the RESILIA Foundation course before requesting their exam voucher.

Suitable for: The entire organisation, including the boardroom, IT, risk and business professionals, so that they better understand the risks and benefits of effective Cyber Resilience.

The certification is aimed at IT and security, risk functions and all core business functions including HR, finance, procurement, operations and marketing.

Further Information

The RESILIA Foundation course is part of the Foundations for Professionals program.

The RESILIA Foundation course is delivered for your students at training.ict-mentors.com

RESILIA™ PRACTITIONER

RESILIA Practitioner

The RESILIA Practitioner qualification builds on knowledge acquired during the RESILIA Foundation training and challenges delegates to apply and adapt cyber resilience best practice. This practical course is built round a case study and set of exercises to bring cyber resilience to life.

Course Contents:

- Module 1: Cyber resilience implementation
- Module 2: Cyber resilience strategy
- Module 3: Cyber resilience design
- Module 4: Cyber resilience transition
- Module 5: Cyber resilience operation
- Module 6: Cyber resilience improvement
- Module 7: Exam preparation

Course Options: 30 and 60 day courses are available

Prerequisites: Exam delegates must hold the RESILIA Foundation certificate.

Exam details: 50 multiple choice questions. 135 minute duration with a 60% pass mark. Exam can be taken online with a web proctor (with PEOPLECERT). Students must have completed the RESILIA Practitioner course before requesting their exam voucher.

Suitable for: Professionals with responsibility for IT and security functions or risk and compliance operations within an organisation. Other core business areas including HR, Finance, Procurement, Operations and Marketing, will also benefit from having cyber resilience expertise within their teams.

Further Information

The RESILIA Practitioner course is delivered for your students at training.ict-mentors.com



BUSINESS RELATIONSHIP MANAGEMENT

Business Relationship Management Professional

The Business Relationship Management Professional (BRMP) certification allows delegates to understand the BRM role and create awareness of it in their organisation. They will also be able to look at current relationships in their business and identify where improvements can be made.

Course Contents:

- Module 1: An overview of BRM
- Module 2: Strategic partnering
- Module 3: Business IQ
- Module 4: Portfolio Management
- Module 5: Business transition management
- Module 6: Provider domain knowledge
- Module 7: Powerful communication
- Module 8: Exam preparation
- Includes: 50% off membership of the Business Relationship Management Institute when buying our course

Course Options: 30 and 60 day courses are available

Prerequisites: This course does not require any existing knowledge of BRM.

Exam details: 50 multiple choice questions. 40 minute duration with a 50% pass mark. Exam can be taken online with a web proctor (With APMG). Students should have completed the BRMP course before requesting their exam voucher

Suitable for: Anyone working or looking to work in a business relationship environment, such as buyers, sales teams and customer service advisors. However, it may also be of use to business owners, project managers and others involved in business processes.

Further Information

The BRMP course is delivered for your students at training.ict-mentors.com

DEVOPS FOUNDATION

DevOps Foundation

The DevOps Foundation course is accredited by the DevOps Institute and provides an introduction to DevOps – the cultural and professional movement that stresses communication, collaboration, integration and automation in order to improve the flow of work between software developers and IT operations professionals. Improved workflows enable IT organisations to deliver greater business value by improving the ability to more quickly design, develop, deploy and operate reliable software and services.

Course Contents:

- Lesson 1: Why DevOps?
- Lesson 2: Introducing DevOps Part 1
- Lesson 3: Introducing DevOps Part 2
- Lesson 4: DevOps and other Frameworks Part 1
- Lesson 5: DevOps and other Frameworks Part 2
- Lesson 6: DevOps Culture
- Lesson 7: Organisational Considerations
- Lesson 8: DevOps Practices The First Way
- Lesson 9: DevOps Practices The Second and Third Way
- Lesson 10: DevOps and IT Service Management Processes
- Lesson 11: Automation Practices and Tool Categories
- Lesson 12: Adopting a DevOps Culture
- Lesson 13: Summary and Exam Preparation

Course Options: 30 and 60 day courses are available

Prerequisites: This course does not require any existing knowledge of DevOps.

Exam details: 40 multiple choice questions. 60 minute duration with a 65% pass mark. Exam can be taken online with a web proctor (with PEOPLECERT). Students should have completed the DevOps Foundation course before requesting their exam voucher

Suitable for: Individuals and organisations seeking a fundamental understanding of DevOps; employees, managers, stakeholders and suppliers who are leading or contributing to an organisation's DevOps initiatives; consultants guiding their clients through DevOps programs and process improvement initiatives; application and infrastructure providers whose products are part of the DevOps tool chain; internal and external suppliers; business stakeholders

Further Information

The DevOps Foundation course is part of the Foundations for Professionals program.

CERTIFIED AGILE SERVICE MANAGER

Certified Agile Service Manager (CASM)

The Certified Agile Service Manager course is accredited by the DevOps Institute and provides delegates with an in-depth knowledge and understanding of the agile service management (ASM) approach. Delegates will learn why ASM is being used by organizations to provide 'just enough' service management process and control to deliver value. Studying the ASM roles, artifacts and events will help delegates to apply ASM in their own organisations.

Course Contents:

- Lesson 1: Why Agile?
- Lesson 2: Agile Practices
- Lesson 3: Introducing Agile
- Lesson 4: Agile Process Design
- Lesson 5: Scrum Basics
- Lesson 6: Roles Part 1: Scrum Roles
- Lesson 7: Roles Part 2: ASM Roles
- Lesson 8: Artifacts Part 1: Scrum Artifacts
- Lesson 9: Artifacts Part 2: ASM Artifacts
- Lesson 10: Events Part 1: Scrum Events
- Lesson 11: Events Part 2: ASM Events
- Lesson 12: Getting Started
- Lesson 13: Exam Preparation

Course Options: 90 and 150 day courses are available

Prerequisites: This course does not require any existing knowledge of Agile.

Exam details: 40 multiple choice questions. 60 minute duration with a 65% pass mark. Exam can be taken online with a web proctor (with PEOPLECERT). Students should have completed the CASM course before requesting their exam.

Suitable for: Delegates with Agile, DevOps or ITIL backgrounds. People interested in learning more about Agile and Scrum from a products and process perspective; consultants guiding their clients through process improvement initiatives; suppliers; process stakeholders. For ITIL Experts, this course is ideal to help them apply the service management knowledge and deliver value in their organisation.

Further Information

The Certified Agile Service Manager (CASM) course is delivered for your students at training.ict-mentors.com



ITIL Foundation

This course is the starting point for people wanting ITIL qualifications, it is mandatory for anyone wanting to proceed to intermediate study or anyone wanting to achieve expert status.

Course Content:

- Introducing ITIL
- Service Management and Stakeholders
- Functions, Roles and Processes
- The Service Lifecycle
- Service Strategy - Key Concepts
- Service Strategy – Processes
- Service Design - Key Concepts
- Service Design - Processes (1)
- Service Design - Processes (2)
- Service Transition - Processes (1)
- Service Transition - Processes (2)
- Service Operation – Processes
- Service Operation – Functions
- Continual Service Improvement
- Roles
- Technology Considerations
- The Sample ITIL Foundation Exam

Each lesson contains a video tutorial, study guide and associated quiz

Course duration is 18 hours and is 2 ITIL credits

Course Options: 30 and 60 day courses are available

Prerequisites: None. Candidates must have completed the ITIL Foundation Course. The ITIL Foundation is a pre-requisite for anyone wanting to study higher level ITIL courses.

Exam details: 40 multiple choice questions. 60 minute duration with a 65% pass mark. Exam can be taken online with a web proctor (with PEOPLECERT). Students must have completed the ITIL Foundation course before requesting their exam voucher.

Suitable for: ITIL Foundation is suitable for anyone working in IT services, or anyone who is considering a career in IT. Also suitable for students who have studied COBIT 5 or ISO/IEC 20000, although this is not a requirement.

Further Information

The ITIL Foundation course is part of the Foundations for Professionals program.

The ITIL Foundation course is delivered for your students at training.ict-mentors.com

INTERMEDIATE TRAINING – Lifecycle Courses

ITIL[®] SO SERVICE OPERATION

Service Operation

Learn how to successfully implement ITIL Service Operation best practices.

Course Content:

- Introduction to Service Operation
- Service Operation Principles
- Service Operation Processes
- Common Service Operation Activities
- Organising Service Operation
- Technology Considerations
- Implementation Considerations
- Challenges, Critical Success Factors and Risks

Course duration is 21 hours (minimum) and is 3 ITIL Credits

Course Options: 90 and 150 day courses are available

Prerequisites: Students wishing to study the Service Operation course should already hold the ITIL Foundation Certificate.

Exam details: 40 multiple choice questions. 90 minute duration with a 70% pass mark. Exam can be taken online with a web proctor (with PEOPLECERT). Students must hold the ITIL Foundation certificate and have completed the Service Operation course before requesting their exam voucher.

Suitable for: Service Desk Management and staff, Applications and Hardware Support, Network Operation Staff, Process and Procedure Engineers, Application Developers and Managers and Supplier Managers or anyone who has an interest in the Service Operation Lifecycle.

Further Information

The ITIL Service Operation course is freestanding, but is also part of the ITIL Expert Program.

This course is delivered for your students at training.ict-mentors.com

INTERMEDIATE TRAINING – Lifecycle Courses

ITIL[®] ST SERVICE TRANSITION

Service Transition

Learn how to successfully implement ITIL Service Transition best practices and how to manage the efficient and effective transition of new or changed services -including activities such as communications, commitment and organizational change.

Course Content

- Introduction to Service Transition
- Service Transition Principles
- Service Transition Processes
- Service Transition Related Activities
- Organising for Service Transition
- Technology Considerations for Service Transition
- Implementation and Improvement of Service Transition

Course duration is 21 hours (minimum) and is 3 ITIL Credits

Course Options: 90 and 150 day courses are available

Prerequisites: Students wishing to study the Service Transition course should already hold the ITIL Foundation Certificate.

Exam details: 40 multiple choice questions. 90 minute duration with a 70% pass mark. Exam can be taken online with a web proctor (with PEOPLECERT). Students must hold the ITIL Foundation certificate and have completed the Service Transition course before requesting their exam voucher.

Suitable for: Data Centre Managers, Operations Managers, Development, Testing and QA Managers, Process and Procedure Engineers, Application Developers and Managers, Project Managers, Change and Configuration Managers and Asset Managers.

The ITIL Service Transition course is freestanding, but is also part of the ITIL Expert Program.

This course is delivered for your students at training.ict-mentors.com

INTERMEDIATE TRAINING – Lifecycle Courses

ITIL® SD SERVICE DESIGN

Service Design

Learn how to successfully implement ITIL Service Design best practices and how to manage the efficient and effective design of new or changed IT services - including requirements management, design constraints, design models and Service Design Packages.

Course Content

- Introduction to Service Design
- Service Design Principles
- Service Design Processes
- Service Design Related Activities
- Organising for Service Design
- Considerations of Technology for Service Design
- Implementation and Improvement of Service Design

Course duration is 21 hours (minimum) and is 3 ITIL Credits

Course Options: 90 and 150 day courses are available

Prerequisites: Students wishing to study the Service Design course should already hold the ITIL Foundation Certificate.

Exam details: 40 multiple choice questions. 90 minute duration with a 70% pass mark. Exam can be taken online with a web proctor (with PEOPLECERT). Students must hold the ITIL Foundation certificate and have completed the Service Design course before requesting their exam voucher.

Suitable for: Anyone involved in design & development or project/ program management & administration. Security and Information assurance staff, Data centre managers and applications and hardware support.

Further Information

The ITIL Service Transition course is freestanding, but is also part of the ITIL Expert Program.

This course is delivered for your students at training.ict-mentors.com

INTERMEDIATE TRAINING – Lifecycle Courses



Service Strategy

Learn how to successfully implement ITIL Service Strategy best practices, define services, market spaces, customer assets and service assets within Service Strategy. Conduct Strategic Assessments and understand how to manage demand for IT Services

Course Content:

- Service Strategy Principles
- Defining Service and Market Spaces
- Conducting Strategic Assessments
- Financial Management
- Service Portfolio Management
- Managing Demand
- Driving Strategy Through The Service Lifecycle
- Critical Success Factors and Risks

Course duration is 21 hours (minimum) and is 3 ITIL Credits

Course Options: 90 and 150 day courses are available

Prerequisites: Students wishing to study the Service Strategy course should already hold the ITIL Foundation Certificate.

Exam details: 40 multiple choice questions. 90 minute duration with a 70% pass mark. Exam can be taken online with a web proctor (with PEOPLECERT). Students must hold the ITIL Foundation certificate and have completed the Service Strategy course before requesting their exam voucher.

Suitable for: Program and Project Managers, Account Managers, Finance Managers, Business Development and Capture Managers, Service Delivery Managers.

Further Information

The ITIL Service Strategy course is freestanding, but is also part of the ITIL Expert Program.

This course is delivered for your students at training.ict-mentors.com

INTERMEDIATE TRAINING – Lifecycle Courses

ITIL® CSI CONTINUAL SERVICE IMPROVEMENT

Continual Service Improvement

Learn how to successfully implement ITIL Continual Service Improvement best practices and how all processes in ITIL CSI interact with other ITIL Service Lifecycle Processes, understand the roles and responsibilities within CSI and the activities and functions to achieve Service Improvement excellence.

Course Content:

- Continual Service Improvement Methods and Techniques
- Organization for Continual Service Improvement
- Technology for Continual Service Improvement
- Implementing Continual Service Improvement
- Critical success factors and risks

Course duration is 21 hours (minimum) and is 3 ITIL Credits

Course Options: 90 and 150 day courses are available

Prerequisites: Students wishing to study the Continual Service Improvement course should already hold the ITIL Foundation Certificate.

Exam details: 40 multiple choice questions. 90 minute duration with a 70% pass mark. Exam can be taken online with a web proctor (with PEOPLECERT). Students must hold the ITIL Foundation certificate and have completed the Continual Service Improvement course before requesting their exam voucher.

Suitable for: Data and Network/ Operations Managers, Development and Engineering staff, Development, Testing & QA Managers, Process and Procedure Engineers, Application Developers and Managers, Technical / Process Authors, Account Managers and anyone working in Project / Program Management and Administration.

Further Information

The ITIL Continual Service Improvement course is freestanding, but is also part of the ITIL Expert Program.

This course is delivered for your students at training.ict-mentors.com

INTERMEDIATE TRAINING – Capability Courses

ITIL® RCV RELEASE, CONTROL & VALIDATION

Release, Control & Validation

Learn how to successfully apply Release, Control and Validation best practices, gain competencies in RCV processes and understand how to deliver successful changes and service implementations.

Learn how to classify and manage Knowledge within the IT organization and understand the benefits and business value of the RCV processes.

Course Content

- Introduction to Release, Control and Validation
- Release, Control and Validation Processes
- Release, Control and Validation Roles and Responsibilities
- Technology and Implementation for Release, Control and Validation
- Release, Control and Validation – Training and Certification Contents

Course duration is 30 hours of study (minimum) and is 4 ITIL Credits

Course Options: 90 and 150 day courses are available

Prerequisites: Students wishing to study the Release, Control and Validation course should already hold the ITIL Foundation Certificate.

Exam details: 40 multiple choice questions. 90 minute duration with a 70% pass mark. Exam can be taken online with a web proctor (with PEOPLECERT). Students must hold the ITIL Foundation certificate and have completed the Release, Control and Validation course before requesting their exam voucher.

Suitable for: Desktop Support Staff, Data Centre Management, Network Operations, Server Support and Administration Staff, Development, Testing and QA Managers, QA Team Leaders, Analysts, Asset Management and Change and Configuration Management.

Further Information

The ITIL Release Control & Validation course is freestanding, but is also part of the ITIL Expert Program.

This course is delivered for your students at training.ict-mentors.com

INTERMEDIATE TRAINING – Capability Courses

ITIL® PPO PLANNING, PROTECTION & OPTIMISATION

Planning, Protection & Optimisation

Learn how to successfully apply Planning, Protection and Optimization best practices and gain competencies in PPO processes. Understand how to deliver services that continue to meet customer needs, learn how to plan for service availability and recovery of services in a disaster situation and study information security planning

Course Content:

- Introduction to Planning, Protection and Optimization
- Planning, Protection and Optimization Processes
- Technology and Implementation for Planning, Protection and Optimization
- Planning, Protection and Optimization – Training and Certification Contents

Course duration is 30 hours of study (minimum) and is 4 ITIL Credits

Course Options: 90 and 150 day courses are available

Prerequisites: Students wishing to study the Planning, Protection and Optimisation course should already hold the ITIL Foundation Certificate.

Exam details: 40 multiple choice questions. 90 minute duration with a 70% pass mark. Exam can be taken online with a web proctor (with PEOPLECERT). Students must hold the ITIL Foundation certificate and have completed the Planning, Protection and Optimisation course before requesting their exam voucher.

Suitable for: Service Desk Managers, Desktop Support, Data Centre Management, Data & Networks Managers, Operations Managers, Network Operations, Server Support and Administration, Development, Testing & QA Managers, Process and Procedure Engineers, Program and Project Management, QMS Managers, Service Delivery Managers.

Further Information

The ITIL Planning, Protection & Optimisation course is freestanding, but is also part of the ITIL Expert Program.

This course is delivered for your students at training.ict-mentors.com

INTERMEDIATE TRAINING – Capability Courses

ITIL® SOA SERVICE OFFERINGS & AGREEMENTS

Service Offerings and Agreements

Learn how to successfully apply Service Offerings and Agreements best practices and gain competencies in SOA processes. Understand how to provide value to the customer, service provider and IT organization, learn how to make sure Service Level Agreements have an underpinning support structure and how to manage partners and suppliers in an appropriate way.

Course Content:

- Introduction – Service Management as a Practice
- Service Offerings and Agreements Processes
- Service Offerings and Agreements Roles and Responsibilities
- Technology and Implementation for Service Offerings and Agreements

Course duration is 30 hours of study (minimum) and is 4 ITIL Credits

Course Options: 90 and 150 day courses are available

Prerequisites: Students wishing to study the Service Offerings and Agreements course should already hold the ITIL Foundation Certificate.

Exam details: 40 multiple choice questions. 90 minute duration with a 70% pass mark. Exam can be taken online with a web proctor (with PEOPLECERT). Students must hold the ITIL Foundation certificate and have completed the Service Offerings and Agreements course before requesting their exam voucher.

Suitable for: Process & Procedure Engineers, Application Developers and Managers, Anyone working in Project/ Program Management & Administration, Anyone working in Management and Business Development.

Further Information

The ITIL Service Offerings and Agreements course is freestanding, but is also part of the ITIL Expert Program.

This course is delivered for your students at training.ict-mentors.com

INTERMEDIATE TRAINING – Capability Courses

ITIL[®] OSA OPERATIONAL SUPPORT & ANALYSIS

Operational Support and Analysis

Learn how to successfully apply Operational Support and Analysis best practices and gain competencies in OSA processes. Understand how to manage day-to-day service outages and how to structure and manage Service Operation functions including the Service Desk. Study how to manage access to services.

Course Content

- Introduction to Operational Support and Analysis
- Operational Support and Analysis Process
- Technology and Implementation for Operational Support and Analysis

Course duration is 30 hours of study (minimum) and is 4 ITIL Credits

Course Options: 90 and 150 day courses are available

Prerequisites: Students wishing to study the Operational Support and Analysis course should already hold the ITIL Foundation Certificate.

Exam details: 40 multiple choice questions. 90 minute duration with a 70% pass mark. Exam can be taken online with a web proctor (with PEOPLECERT). Students must hold the ITIL Foundation certificate and have completed the Operational Support and Analysis course before requesting their exam voucher.

Suitable for: Anyone working in Operations/ Live Service, Application Developers and Managers, Technical Authors, Process Authors, Security & Information Assurance Staff and Metrics & Measurement staff.

Further Information

The ITIL Operational Support and Analysis course is freestanding, but is also part of the ITIL Expert Program.

This course is delivered for your students at training.ict-mentors.com

CAPSTONE COURSE - Expert Status

ITIL® MALC MANAGING ACROSS THE LIFECYCLE

Managing Across the Lifecycle

Gain the final 5 credits towards ITIL Expert certification status.

Learn to identify and control business and management issues in IT service management, managing the planning and implementation of IT service management, Validate your knowledge across the service lifecycle and assess the value of IT services.

Course Content:

- Service Lifecycle Key Concepts
- Communication and Stakeholder Management
- Integrating Service Management processes across the lifecycle
- Managing services across the lifecycle
- Governance and organisation
- Measurement
- Implementing and Improving Service Management

Course duration is 30 hours of study (minimum) and is 4 ITIL Credits

Course Options: 90 and 150 day courses are available

Exam details: 50 multiple choice questions, includes Case Study. 120 minute duration with a 70%

Prerequisites: Students wishing to study the Service Operation course should already hold the ITIL Foundation Certificate.

Exam details: 50 multiple choice questions, includes case study. 120 minute duration with a 70% pass mark. Exam can be taken online with a web proctor (with PEOPLECERT). Students must have completed 17 ITIL Credits (2 from Foundation and 15 from Intermediate level study) and have completed the Managing Across the Lifecycle course before requesting their exam voucher.

Suitable for:

Further Information

The ITIL Managing Across the Lifecycle course is freestanding, but is also part of the ITIL Expert Program.

This course is delivered for your students at training.ict-mentors.com



ITIL Expert Program

The online ITIL Expert program is the low cost, high quality path to ITIL Expert. The Expert Program includes ALL of the Intermediate courses and MALC, so students can choose what they want to study to achieve the required number of credits

Course contents:

- Extended Online Access to all Program Materials
- Take up to one full year to progress through the courses
- Access everything from multiple locations (home, work, hotels etc.)
- Plan study time with our printable course Study Trackers
- Watch the online video tutorials as many times as needed
- Take the quizzes and exercises as many times as needed
- Download, print out and make notes on the Study Guides
- Share and learn from others in our online Program Members forum
- Request specialist guidance or clarification from an ITIL Expert Tutor
- Take exams online, results immediately available on screen
- Receive an electronic certificate and get your ITIL pin delivered to you

Students must hold the Foundation certificate before progressing onto the Intermediate level, then have a further 15 ITIL credits before progressing to Managing Across the Lifecycle.

The Expert Program is delivered from your portal with 12 months' access to all intermediate courses, Managing Across the Lifecycle, tutor support, study guides and ITIL Practice exams. Online exams are available for all included modules in the program.

ITIL® TOP UP TO EXPERT

Top up to ITIL Expert

Take only the courses that are needed. This is tailored for candidates who already hold a minimum of 5 ITIL Credits. Students can undertake Lifecycle, Capability or Mixed track study to achieve the required number of credits.

Course contents:

- Extended Online Access to all Program Materials
- Take up to one full year to progress through the courses
- Access everything from multiple locations (home, work, hotels etc.)
- Plan study time with our printable course Study Trackers
- Watch the online video tutorials as many times as needed
- Take the quizzes and exercises as many times as needed
- Download, print out and make notes on the Study Guides
- Share and learn from others in our online Program Members forum
- Request specialist guidance or clarification from an ITIL Expert Tutor
- Take exams online, results immediately available on screen
- Receive an electronic certificate and get your ITIL pin delivered to you

The Top Up to ITIL Expert Program is delivered at ittraining.services or on your portal, 12 months access to the selected intermediate courses, Managing Across the Lifecycle, tutor support, study guides and ITIL Practice exams plus bonus course “Implementing ITIL”. Online exams are available for all included modules in the program.

IMPLEMENTING ITSM

Implementing ITSM

This course is an advanced level that presents a proven, real-world approach to transforming your ITSM organisation.

The course includes techniques and strategies to support the experienced ITSM practitioner.

Course Content

- IT service management visioning
- ITSM assessment
- ITSM planning
- ITSM initial wins
- ITSM design
- ITSM transition
- Ongoing improvement

Course Options: 90 and 150 day access options are available

Exam details: The course does not have an associated exam

Prerequisites: This non-accredited course is aimed towards experienced IT service management practitioners. Exposure to ITIL or ITIL Foundation level certification or above is recommended

ITIL® LITE

ITIL Lite

This course is an introduction to ITIL; it introduces the key concepts of ITIL and IT Service Management without assuming prior knowledge.

Course Content:

- The Business Perspective of ITIL
- ITIL In action – Overview of Service Strategy, Service Design, Service Transition, Service Operation, Continual Service Improvement and implementation tips
- Delivering business benefits with ITIL
- This course contains no exams and includes a 40 page reference guide

Course Options: 30 and 60 day courses are available

Exam details: The course does not have an associated exam

Prerequisites: None

Suitable for: Anyone working in IT Services, or who has an interest in ITIL. This is a beginner level, introductory course and is not appropriate for students who already hold ITIL qualifications

Further Information

The ITIL Lite course is delivered for your students at training.ict-mentors.com.

SPOTLIGHT ON PROCESS IMPROVEMENT

Spotlight on Process Improvement

This short course will help you to understand how to improve the processes you use every day.

Course Content:

- Introducing the link between processes and business objectives and the differences between choosing to Refine, Re-engineer or Rethink a process.
- Understanding process interactions to help you gain clarity in identifying improvement opportunities within a process.
- Learn how to embed your new way of working for sustained success

Course Options: 30 and 60 day courses are available

Exam details: The course does not have an associated exam

Prerequisites: None

Suitable for: Anyone wanting to learn the essentials of Process Improvement

Further Information

The Spotlight on Process Improvement course is delivered for your students at training.ict-mentors.com.

SPOTLIGHT ON KANBAN

Spotlight on Kanban

This course looks at Kanban, its background, how it can be used in your work and private life, and how to improve the way that you work.

Course Content:

- Introducing Kanban – including the history of Kanban and its importance
- Kanban in action – building your workflow and Kanban boards
- Reviewing your work – introducing Stand-up and making improvements

Course Options: 30 and 60 day courses are available

Exam details: The course does not have an associated exam

Prerequisites: None

Suitable for: Anyone! This is great for anyone who wants to put Kanban into the context of their home or business environment

Further Information

The Spotlight on Kanban course is delivered for your students at training.ict-mentors.com.

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