

Bridging Communications to the IT Customer

This session will give you the communication tools you need to ensure mutual understanding when dealing with others including colleagues, supervisors and customers. This session will ensure you maximize your business interactions in order to achieve your professional goals. Topics covered include:

- Active-listening skills to hear what is really being said
- Delivering and responding to feedback
- How written and verbal communications differ
- Communicating virtually

Time commitment:

Award: Certificate of Completion

ITIL Foundation 2011

Course Description:

The ITIL® Foundation course is the entry level certification course for IT Service Management Best Practices training in ITIL. This course covers the latest version of core ITIL best practices presented from a lifecycle perspective. The course introduces the principles and core elements of IT service management (ITSM) based on ITIL. ITIL is comprised of five core publications: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement, promoting alignment with the business as well as improving operational efficiency.

This course is delivered using an exciting case study designed to further enhance and cement the candidates understanding of ITIL. Students who have attended this course are suitably prepared to successfully take the associated ITIL Foundation certification test which is a requirement for attending any of the further learning courses (ITIL intermediate level training) available in this track.

Course and Learning Objectives:

At the end of this course, you will be able to:

- Identify the principles and concepts of IT Service Management based on ITIL.
- Identify the best practices of implementing ITIL in an organization.
- Define the terminology used in ITIL
- Identify the concepts and definitions used in the Service Lifecycle.
- Define Service Strategy concepts
- Define Service Design concepts
- Define Service Operations concepts
- Define Service Transition concepts
- Define Continual Service Improvement concepts
- Define the roles, processes, and components within key areas of IT Service Management based on ITIL
- Prepare the student to take the ITIL Foundation Certification exam

Course Approach:

Participants will learn the principles and core elements of the service lifecycle approach to IT Service Management according to ITIL. An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the ITIL Foundation certification exam as well as providing valuable practical knowledge that can be rapidly applied in the

workplace. Quint Wellington Redwoodss integrated case study deepens the participant's appreciation of how ITIL best practices can be applied in order to improve IT performance.

Course Student Material:

Students will receive a ITIL Foundation classroom workbook containing all of the presentation materials, course notes, case study and sample exams.

Certificate:

ITIL® Foundation

Course Delivery:

Classroom

About the Examination:

- The exam is closed book with forty (40) multiple choice questions.
- The pass score is 65% (26 out of 40 questions).
- The exam lasts 60 minutes.
- The exam can be taken in two formats: Paper based or Online.

Prerequisites

There are no pre-requisites for this course, although a basic knowledge of Service Management concepts will be helpful.

Course Outline:

1. INTRODUCTION

- Introduction/Housekeeping
- Introduction to key ITIL concepts
- IT as a Service
- Introduction to processes and process management
- The Service Lifecycle approach

2. SERVICE STRATEGY

- Purpose, goal, objectives & Scope
- Value Creation through Services
- Assets - Resources and Capabilities
- Service Strategy - Main activities
- Service Strategy processes
- Service Portfolio management
- Demand management

- Financial management
- Business Relationship Management

3. SERVICE DESIGN

- Purpose, goal, objectives & Scope
- Service Design processes
- The 4 P's
- Service Design aspects
- Service Catalog Management
- Service Level Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Service Portfolio
- Information Security Management
- Supplier management
- Design Coordination

4. SERVICE TRANSITION

- Purpose, goal, objectives & Scope
- Service Transition value to the business
- Technology and architecture in Service Transition
- Service Transition Processes
- Change Management
- The 7 R's of Change Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Knowledge Management

5. SERVICE OPERATION

- Purpose, goal, objectives & Scope
- Service Operation definitions
- The Service Desk
- Technical Management
- Application Management
- IT Operations Management
- Service Operations Processes
- Event Management
- Request Fulfillment
- Problem Management
- Access Management

6. CONTINUAL SERVICE IMPROVEMENT

- Purpose, goal, objectives & Scope
- Models and Processes
- The Deming Cycle
- Measurement and metrics
- Continual Service Improvement activities
- Risk management
- Continual Service Improvement interfaces
- Interface with Service Level Management

7. EXAM PREPARATION

- Sample Exams
- Feedback
- Recap

Linux Security Administration

This 35-hour, highly-technical class focuses on properly securing machines running the Linux operating systems. A broad range of general security techniques such as user/group policies and file integrity checking are covered. Advanced security technologies such as Kerberos, SELinux, and the hardening of popular applications such as Apache, databases, and email systems are also addressed. Students who successfully complete this class will have an excellent understanding of potential security vulnerabilities, be able to audit existing machines and are prepared to implement best practices for secure deployment of new Linux servers. Prerequisites: Successful completion of the Linux Fundamentals class or equivalent Linux proficiency is required.

Time Commitment: 5 days

Award: Certificate of Completion

SharePoint 2013 Bootcamp

This 5-day class is designed to provide students with an understanding of SharePoint 2013 and the concepts that are part of creating a successful SharePoint 2013 environment. This course is ideal for site stewards, site administrators, site collection administrators, power users, and management. At the end of this course, students will be able to articulate key SharePoint 2013 topics. They will have a foundational understanding of SharePoint 2013 List, Libraries, Workflows, Content Types, Web Parts, Permissions, Forms, Search and more. They will also have an understanding of SharePoint Governance. The course teaches students how to install, configure and administer SharePoint, and also manage and monitor sites and users by using SharePoint 2010. The course teaches students how to install, configure and administer SharePoint, and also manage and monitor sites and users by using SharePoint 2010.

Time Commitment: 5 days

Award: Certificate of Completion

Unix

This 78-hour class is designed for professionals who wish to enhance their knowledge and skills related to system management and multitasking commands in LINUX and UNIX. It will focus on major differences between the standards and variances of these applications. Both theoretical material and hands-on labs will be used to demonstrate Linux/UNIX multitasking, system and user management, different UNIX shells, file and directory management, and network setup and optimization.

Time Commitment: 78 hours

Award: Certificate of Completion

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