

Manager in IT Service Management (based on ITIL®)

Manager in IT Service Management

The IT Infrastructure Library (ITIL®) contains a comprehensive description of the processes involved in managing IT infrastructures. In the Manager course you learn to set up and implement ITIL® in organisations and businesses. The topics covered include Service Support and Service Delivery: the operational and tactical processes of IT Service Management. You will relate ITIL® knowledge to the organisation and acquire insight into the consequences of providing content and substance to the process. You further learn how to manage these processes, always within the framework of the requirements and policy of the organisation. The written skills required for reporting and other communication skills are also covered. You are granted the Manager's Certificate in IT Service Management after acquiring the Foundation Certificate in IT Service Management, having passed the in course assessment, and the examination sections Service Support and Service Delivery.

After obtaining the Manager's Certificate in IT Service Management, you will be skilled in:

- Analysing an existing organisation in order to manage an IT infrastructure
- Designing an organisation structure in order to manage an IT infrastructure
- Defining the IT Service Management processes
- Assessing the IT Service Management processes in a given organisation
- Providing advice about implementing changes
- Drawing up written reports and interactive communication

Target group

The Manager's Certificate in IT Service Management is aimed at managers and consultants in IT Service Management, especially those who are involved in implementing ITIL® or advising on ITIL®. The Foundation Certificate is a prerequisite for the Manager's Certificate in IT Service Management.

Exam information

EXIN organizes examination sessions all over the world. The registration procedure for an examination depends on whether you apply as a group or as an individual. For the testing of the Manager's Certificate in IT Service Management in English, please contact EXIN at +31 30 234 48 25 / info@exin-exams.com.

Study

When preparing for the exam you can use the examination requirements and the sample exams. Please visit www.exin-exams.com or contact EXIN at +31 30 234 48 25 for more information.



The certificate

The *Manager's Certificate in IT Service Management* (based on ITIL®) provides you with internationally recognized credentials that show you have clearly demonstrated your ability to implement and manage IT Services. The Manager's Certificate in IT Service Management is an international certificate recognized by the OGC (UK Office of Government Commerce) and the ITSMF.

Training Providers

EXIN accredits organizations and training providers in order to ensure the quality of the training or education programs they provide. For anyone attending a training course, accreditation guarantees that they receive professional guidance and supervision in preparation for the independent exam. EXIN accreditation offers significant competitive advantage to individual players within the IT training sector.

EXIN is an independent examination institution; therefore EXIN does not give courses itself and is not attached to any training provider. This ensures that the examination results are judged objectively. No matter where students have taken their courses, the exam is the same for all and marking is fair and professional. Please consult our Web site for an overview of Accredited Training Providers worldwide.

Quality assured

EXIN is a global, independent and not-for-profit IT examination provider. It's EXIN's mission to improve the quality of the IT sector, the IT professionals and the IT users, by means of independent testing and certification. Earning an independent certificate represents solid evidence of your successful completion of the course requirements. It illustrates your dedication to becoming more competent and valuable to your organization and the customers you serve.

Exams all over the world

EXIN's popular and highly successful examinations are accessible to candidates at a time and place of their choice because the reach of EXIN is global: In addition to EXIN International based in the Netherlands, EXIN has regional offices all over the world. EXIN's international reach is further strengthened by strategic partnerships with international agents and authorized examination centers.

EXIN services

Certification for international standards such as ISO/IEC 20000, ISO/IEC 27000, ITIL®, MOF, ASL, BiSL and TMap®:

- Complete qualification programs including exams, exam requirements and sample exams
- IT exams and exam requirements in 15 languages

EXIN International
Examination Institute for Information Science
Godebaldkwartier 365, 3511 DT Utrecht
P.O. Box 19147, 3501 DC Utrecht
The Netherlands
Telephone +31 30 234 48 11
Fax +31 30 231 59 86
E-mail info@exin-exams.com
www.exin-exams.com

- An internationally recognized EXIN certificate for each exam
- Computer-based testing for individual candidates and organizations worldwide at a time and place of your their choice
- Local customer services through our international EXIN service network
- Accreditation of training providers, examination centers and training material
- A full range of IT books and sample exams in the e-bookshop

www.exin-exams.com

To find out more about the content of exams, exam requirements, sample exams, training organizations, partners, or on line ordering from EXIN's e-bookshop, please visit: www.exin-exams.com.

EXIN International
Examination Institute for Information Science
Godebaldkwartier 365, 3511 DT Utrecht
P.O. Box 19147, 3501 DC Utrecht
The Netherlands
Telephone +31 30 234 48 11
Fax +31 30 231 59 86
E-mail info@exin-exams.com
www.exin-exams.com