

IT Service Management Practitioner (based on ITIL®)

- Release & Control
- Support & Restore
- Agree & Define
- Plan & Improve

Clustered exams Practitioner in IT Service Management

The IT Infrastructure Library (ITIL®) contains a comprehensive description of the processes involved in managing IT infrastructures. EXIN, the worldwide Examination Institute for Information Science, offers Practitioner's Certificates in IT Service Management, based on ITIL® which combine a logical set of processes into clusters. In the past, EXIN offered single process exams. But due to changes in practices in IT Service Management, new ways of training emerged which required exams in a new, simple and reliable examination format.

Since the introduction of the clustered Practitioner exams, there are now four clustered Practitioner exams available in several languages: Release & Control (IPRC), Support & Restore (IPSR), Agree & Define (IPAD) and Plan & Improve (IPPI).

You are granted the Practitioner's Certificate in IT Service Management after acquiring the Foundation Certificate in IT Service Management and passing the final Practitioner examination and the accompanying practical assignments. After obtaining the Practitioner's Certificate, you will be skilled in performing tasks which belong to the relevant ITIL® processes.

Reasons for introducing clustered exams

Practices in IT Service Management have changed. Experience with training indicated there were some gaps to be bridged. There is a broader audience for this more advanced level certificate. And new ways of training require a new, simple and reliable examination format.

Service Lifecycle & Practitioner Domains:

- The single process exams Change Management, Release Management and Configuration Management are combined into one clustered exam Release & Control (IPRC)
- The single process exams Service Desk/Incident Management and Problem Management are combined into one clustered exam Support & Restore (IPSR)
- The single process exams Service Level Management and Financial Management are combined into one clustered exam Agree & Define (IPAD)
- The single process exams Availability, Capacity and Continuity Management are combined into one clustered exam Plan & Improve (IPPI).

Clustered processes: an approved standard

These clustered Practitioners examinations have replaced the single process-oriented Practitioner examinations. The examination specifications and the accreditation requirements relating to these new qualifications have been officially endorsed by all major stakeholders, including OGC, itSMF and the Examination Institutes offering the exams.

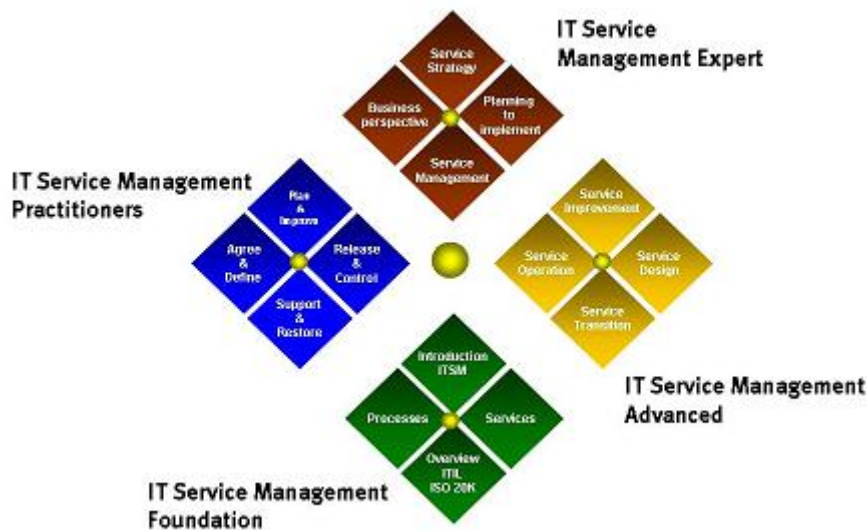


Target group

All four new Practitioner certificates are aimed at professionals who will participate in managing, organizing, and optimizing the operations of the processes in an IT Service Organization which has implemented the processes based on the ITIL® guidance. The target group consists of operational staff and managers wishing to extend their skills in planning, monitoring, reporting and optimizing, related to the activities in the process areas Release and Control, Support and Restore, Agree and Define and Plan & Improve. Practitioners should have obtained basic knowledge of IT Service Management as f.i. shown by their Foundation Certificate in IT Service Management. The target group is more diverse than for the IT Service Manager's Certificate, but more confined than the target group for the Foundation Certificate in IT Service Management.

These certificates are of special interest to IT staff with some experience in one or more of the processes, who want to become involved in managing these processes within their organization. The requirements of the Practitioner certificates include the successful completion of three practical assignments, which prove the ability to apply skills in practice.

An overview of topics in IT Service Management showing in the blue diamond on the left the 4 basic Practitioner clusters:



Roles

The Practitioner may be the process manager, but could also be a member of a team responsible for one or several processes or a set of activities in these processes. Delegation of tasks of the process manager often occurs in practice, either due to the complexity of the organization, outsourcing or outtasking, or the existence of special groups of customers or specialized groups of IT staff that need to be involved in IT Service Management activities. The Practitioner does not necessarily have formal supervising powers over colleagues, but normally will play a directing role in a substantial part of the process.

Examples of roles in the field of the Practitioner in IT Service Management:

- Process Manager for Change and Control, Support and Restore and Agree and Define processes
- Staff of the centralized function Change, Release and Configuration Management, or the Service Desk
- Members of the Incident and Problem Management or Support and Restore team
- Change Controller / Change Coordinator / Release and Configuration Manager
- Incident Controller / Incident Coordinator / Support and Restore
- Configuration Controller / Configuration Management Coordinator / Release and Control
- Service Desk, Customer Service and Technical Support Professionals, Support and Restore Professionals
- Release Controller / Release Management Coordinator
- Service Level Manager
- IT Finance Manager / Coordinator
- Account Managers, Sales Managers
- Client services representatives
- Staff involved with Marketing and Business Support toward the clients
- Team leaders, supervisors, and managers wishing to extend their skills in planning, monitoring, reporting and optimizing, related to the processes of Availability Management, Capacity Management and IT Service Continuity Management.

Note that the names of the roles mentioned will vary from company to company.

IPRC

Key Tasks IPRC

The key tasks for the IT Service Management Practitioner Release & Control are:

1. Managing the Release and Control processes
2. Organizing the Release and Control processes
3. Optimizing the Release and Control processes

The typical activities of a practitioner in management of the Change Management, Release Management and Configuration Management processes would be:

Managing

- Plan the key activities in the Change Management, Release Management and Configuration Management process
- Plan the exchange of appropriate information on managing the Release and Control processes
- Initiate actions to ensure that the key activities in the Release and Control processes meet the objectives set
- Report on the effectiveness and efficiency of the activities in the Release and Control processes

Organizing

- Organize the exchange of appropriate information with other processes
- Provide Change, Release and Configuration Management information to other IT Service Management processes, users and suppliers.
- Maintain the procedures of the Release and Control processes
- Maintain the baselines of configurations and status information of Configuration Items
- Provide instructions for designing, building and configuring releases
- Advise on the back-out and test plans for changes and releases
- Plan the implementation of releases
- Monitor the logistics for releases (purchase, storage, transport, delivery, implementation)
- Coordinate and monitor changes (including preparing CAB meetings)

Optimizing

- Monitor and optimize the Release and Control processes
- Propose improvements, based on results of monitoring and reviews
- Plan and conduct change, release and configuration audits and reviews

IPSR

Key Tasks IPSR

The key tasks for the IT Service Management Practitioner Support & Restore are:

1. Managing the Support and Restore processes
2. Organizing the Support and Restore processes
3. Optimizing the Support and Restore processes

The typical activities of a practitioner in management of the Incident Management, Problem Management processes and the function of the Service Desk would be:

Managing

- Plan the key activities in the Service Desk Function and the Incident Management and Problem Management processes
- Plan the exchange of appropriate information relevant to managing of the Support and Restore processes
- Initiate actions to ensure that the key activities in the Support and Restore processes meet the pre-defined and pre-established objectives
- Plan the monitoring and reporting on the performance and achievements of the activities in the Support and Restore processes

Organizing

- Organize the exchange of appropriate information with other processes
- Provide Service Desk, Incident and Problem Management information to other IT Service Management processes, users and suppliers
- Maintain the procedures of the Support and Restore processes
- Organize the structure of The Service Desk function
- Set up the Service Desk responsibilities, functions, staffing levels and technologies
- Organize the relationships between the Service Desk and Incident Management
- Organize the handling of Incidents
- Organize the relationships between Incident Management and Problem Management
- Organize Problem Control
- Organize Error Control
- Organize Proactive Problem Management

Optimizing

- Monitor and optimize the Support and Restore processes
- Propose improvements, based on results of monitoring and/or reviews

IPAD

Key tasks IPAD

The key tasks for the IT Service Management Practitioner Agree & Define are:

1. Managing the Agree and Define processes
2. Organizing the Agree and Define processes
3. Optimizing the Agree and Define processes

The typical activities of a practitioner in management of the Service Level Management and the Financial Management for IT Services would be:

Managing

- Plan the key activities for the Service Level Management and Financial Management processes.
- Plan the exchange of appropriate information relevant to managing the Agree and Define processes.
- Initiate actions to ensure that the key activities in the Agree and Define processes meet the objectives set.
- Report on the effectiveness and efficiency of the activities in the Agree and Define processes.

Organizing

- Organize the exchange of appropriate information with other processes.
- Organize the exchange of appropriate information with customers, end-users and suppliers.
- Develop and maintain the procedures of the Agree and Define processes.
- Define IT Services and maintain the Service Catalogue
- Prepare the negotiation, agreement and maintenance of various agreements (SLA, OLA and UC)
- Participate in the budgeting activity
- Participate in the development of the IT Accounting System
- Participate in the development of the Charging System
- Participate in the creation of the financial reports

Optimizing

- Monitor and optimize the Agree and Define processes.
- Propose service and process improvements, based on results of monitoring and/or reviews.
- Plan and conduct audits of the Agree and Define processes.
- Manage the ongoing financial operations and performance
- Participate in ongoing service management through the service review meetings

IPPI

Key tasks IPPI

The key tasks for the IT Service Management Practitioner Plan & Improve are:

1. Managing the Plan & Improve processes
2. Organizing the Plan & Improve processes
3. Optimizing the Plan & Improve processes

The typical activities of a practitioner of Availability Management, Capacity Management and IT Service Continuity Management would be:

Managing

- Planning key activities in the Availability Management, Capacity Management and IT Service Continuity Management processes
- Planning the exchange of appropriate information relevant to managing of the Plan & Improve processes
- Initiating actions to ensure the key activities in the Plan & Improve processes meet the objectives set
- Reporting on the effectiveness and efficiency of the activities in the Plan & Improve processes.
- Availability management
- Capacity Management
- IT Service Continuity Management

Organizing

- Capacity Management:
 - Deploying Business Capacity Management to monitor and understand the future business strategies and requirements in the aspect of capacity and performance, and also to understand the current demand for IT resources and to derive forecasts for future capacity requirements.
 - Deploying Service Capacity Management to monitor and analyze the utilization and performance of current IT Services.
 - Deploying Resource Capacity Management to monitor and analyze the utilization and performance of IT resources.
 - Using tuning activities to make efficient use of IT resources.
 - Using demand management to influence the demand for resources in conjunction with other Service Management processes.
 - Producing a Capacity Plan to predict the IT resources needed to achieve agreed service levels.
- Availability Management:
 - Providing a range of IT Availability Reporting to ensure that agreed levels of availability, reliability and maintainability are measured and monitored on an ongoing basis.
 - Optimizing the availability of the IT Infrastructure to deliver cost effective improvements that deliver tangible benefits to the business and users.
 - Achieving over a period of time a reduction in the frequency and duration of incidents that impact the availability of IT Services.
 - Creating and maintaining a forward looking Availability Plan aimed at improving the overall availability of IT Services and infrastructure components to ensure existing and future business availability requirements can be satisfied.
- IT Service Continuity Management:
 - Stage 3 - Implementing IT Service Continuity Management.
 - Stage 4 - Operational management.

Optimizing

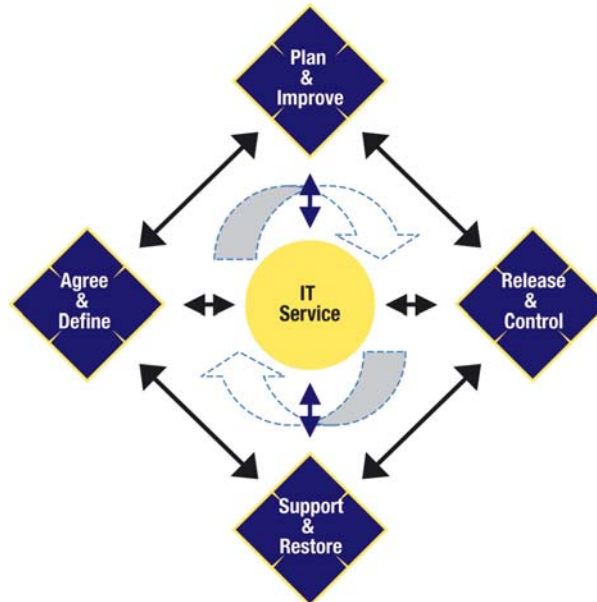
- Monitoring and optimizing activities, procedures, tools of Plan & Improve processes
- Proposing process improvements based on results of monitoring and/or reviews.
- Capacity Management: Ensure shortfalls in IT Capacity and Performance are recognized and appropriate corrective actions are identified and progressed.
- Availability Management: Ensure shortfalls in IT Availability are recognized and appropriate corrective actions are identified and progressed.
- IT Service Continuity Management: Ensure shortfalls in ITSCM are recognized and appropriate corrective actions are identified and progressed.

Certificate & training

The combined ITIL Practitioner Certificates replace the former single process Practitioner certificates which have been discontinued.

EXIN certificates always keep their value. If in the future certain rights can be obtained from the clustered Practitioner certificates. Similar rights will be granted to those that obtained the single process certificates for Practitioner. Details of the training program will largely depend on the training provider. Typically a Practitioner training will take approximately 5 days, which, depending on the training provider, could be one training block or several sessions during a certain period of time.

An overview of planned Practitioner Clusters



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. Please contact EXIN's International Service Desk at +31 30 234 48 25 / info@exin-exams.com or go to www.exin-exams.com for more information on registration.

Before taking the Practitioner examinations, candidates must have done training with an EXIN-accredited training provider and successfully completed the practical assignments. A Foundation Certificate in IT Service Management is also a prerequisite. The Practitioner examinations are computer-based multiple-choice examinations.

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 combined Practitioner Certificates have already replaced the single process Practitioner certificates. EXIN certificates always keep their value. Once you have obtained an IT Service Management certificate, it will never lose its value.

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
- 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

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