

ISEB Practitioner Certificate in IT Service Management: Specialising in the Service Desk and Incident Management

Syllabus and Qualification Framework

This qualification covers the Service Management disciplines associated with regard to the Service Desk and Incident Management as described in the IT Infrastructure Library (ITIL) Service Support book. The qualification also covers ITIL Service Management principles in general, and the interdependencies between these and the Service Desk function and the Incident Management process.

1. LEARNING OBJECTIVES

Holders of the ISEB Practitioner Certificate in IT Service Management: Incident Management will be able to demonstrate their competence in, and their ability to:

- Plan for the implementation of the Service Desk and Incident Management
- Develop and improve the customer and business focus of the service desk and the Incident Management process
- Use the Incident Management process to manage incidents and their resolution by the Service Desk and all other areas
- Define Service Desk requirements and understand, select, develop and implement the most appropriate Service Desk solutions, technology and environment.
- Define, implement and manage the following activities: assess, prioritise and categorise incidents carry out incident analysis, identify and create incident records, diagnose the cause of incidents, identify incident resolutions, match incidents with other incidents and known errors, review and close incidents
- Define and agree incident categories and priorities in conjunction with Problem Management
- Be aware of the support tools and techniques available for the implementation of Incident Management and the support of the Service Desk identifying and instigating improvements
- Analyse incident and incident reports and statistics to propose resolutions to reduce the number of incidents, by proactively identifying and preventing possible incidents, wherever possible
- Prepare Incident Management reports for distribution throughout the organisation.
- Co-ordinate, schedule, target and focus resources on resolution of the most appropriate incidents
- Understand the interdependencies between Incident Management and other IT and Service Management processes.

2. SYLLABUS

I. Planning

The planning, implementation and improvement of the Incident Management process

On completion of the course the candidate should be able to:

- understand the activities involved in the planning of the Service Desk and the Incident Management process
- understand the potential costs, benefits and problems associated with the implementation of the Service Desk and Incident Management
- know the objectives and scope of the service Desk and Incident Management

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- review the functionality of the Service Desk and the operation of the Incident Management process identifying areas of weakness and instigating resolutions and proactive improvements

II. Incident Management

The support of the Service Desk operation and the Incident Management process

On completion of the course the candidate should be able to:

- Manage, control and report on the progress of the resolution of incidents through all stages of their lifecycle
- identify and define incidents, incident categories and incident lifecycles
- classify incidents, determining priority, impact and category
- manage all incidents and apply Incident Management techniques
- determine the resources needed for management, analysis and diagnosis of incidents
- liaise with internal support groups and external suppliers ensuring that incidents are resolved as quickly as possible
- resolve any incident ownership disputes in conjunction with Problem Management
- Develop and instigate processes for matching incidents to other incidents and known errors within the Service Desk using the Incident Management process
- indicate where diagnostic scripts or procedures need to be adjusted
- document incident analyses, temporary solutions and resolution procedures in such a way to facilitate the rapid resolution of all incidents by all areas involved in the incident resolution process
- Manage and resolve Major Incidents in conjunction with Problem Management
- define procedures and work instructions for the Incident Management process

III. Support Tools & Techniques

The awareness, knowledge and use of Incident Management support tools and techniques and the instigation of process improvements.

On completion of the course the candidate should be able to:

- set up and assess criteria for choosing appropriate support tools
- select the appropriate support tools and techniques
- justify, procure and implement such tools

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IV. Prevention

The analysis of incident and incident statistics and reports determining trends, identifying areas of weakness and proposing resolutions for the proactive prevention of possible incidents

On completion of the course the candidate should be able to:

- analyse details of recorded incidents and incidents
- identify trends on the basis of analysis
- make use of statistical techniques and relationships within the CMDB
- identify weaknesses or common incidents
- instigate requests for change (RFCs) to resolve these weaknesses and common incidents and reduce the number and the impact of incidents and incidents

V. Reporting

The preparation of Incident Management reports for distribution throughout the organisation as appropriate.

On completion of the course the candidate should be able to:

- identify the Service Desk and Incident Management related reports required throughout the organisation
- produce regular and ad-hoc Service Desk and Incident Management reports and circulate these as required
- define and report on the metrics and Key Performance Indicators (KPIs) of the Service Desk and Incident Management
- analyse reports and take the appropriate action

VI. Interfaces and Dependencies

The appreciation and understanding of the interfaces and dependencies Incident Management has with the other Service Management processes.

On completion of the course the candidate should be able to:

- identify and understand the interfaces that Incident Management has with other IT and Service Management processes
- define and document the dependencies of other Service Management processes on Incident Management processes and information
- define and document the dependencies of Incident Management on other Service Management processes and information
- implement procedures that facilitate the interfacing and dependence of Incident Management with all other IT and Service Management processes

Recommended minimum number of hours training in the above syllabus: 18 hours

3. EXAMINATION FORMAT

The Practitioner examination is a two-hour “closed book”, multiple-choice paper. The majority of the forty questions will be based on a Case Study.

Normally, the examination will be held on-site at the conclusion of the course. However, ISEB will normally also arrange four central examinations per year in March, June, September and December; please contact the ISEB for further details.

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4. PREPARING FOR EXAMINATIONS

To be entered for the Practitioner's examination leading to the certificate, the candidate must fulfil three requirements:

- Attend an accredited training course and complete the in-course assignment
- Demonstrate at least one year's experience in the Incident Management process
- Hold the foundation Certificate in IT Service Management

Candidates taking the examination immediately following a course will be entered for the examination by the course provider. Those wishing to take the central examination should register direct with the ISEB, from whom the entry form can be obtained.

In order to offer training leading to the Practitioner's Certificate, course providers must first be accredited by the ISEB. A list of accredited training providers is available on the ISEB web site or from the Examination Officer at the ISEB. The training may be offered in a variety of formats, but is most commonly available as a three-day course.

Please ensure that you check our web site www.bcs.org.uk/iseb/conskills for the up to date list of accredited training providers.

5. SUMMARY OF EXAMINATION FEES

For candidates who have attended accredited training and who are entering for the first time, fees will be paid by the course provider. In all other cases, the fees will be charged to the individual prior to the examination date. A schedule of fees is available on the ISEB web site.

6. EXAMINATION DATES

Full details and information on examinations dates can be found on the ISEB web site or can be obtained from the Examinations Officer at the ISEB.

7. CONTACT INFORMATION

For further information on this qualification, please contact the ISEB Examinations Officer, telephone 01793 417 419 or at the postal address below.

For all general advice and guidance about ISEB examinations, please refer to www.iseb.org.uk where background information on ISEB is available together with details of all other awards on offer. If the information you require is not covered on the web pages, then please contact the ISEB Examinations Office on iseb@hq.bcs.org.uk or telephone 01793 417417.

Postal address: ISEB (ITSM Practitioner), 1 Sanford Street, Swindon, SN1 1HJ.