



# ITIL V3 EXPERT TRAINING PROGRAM

ITIL V2 SERVICE MANAGER; **MARCH 8 - 13, 2010**

ITIL V2-V3 SERVICE MANAGER BRIDGE; **JUNE 7 - 10, 2010**

***it*SMIF<sup>®</sup> KENYA**  
**The IT Service Management Forum**

*"Training, Implementation and Maintenance of Benchmarks in IT Governance"*

[www.itsmfea.co.ke](http://www.itsmfea.co.ke)



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# 1 Executive Summary

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The Information Technology Service Management Forum of Kenya (*itSMF-Kenya*) is a non-profit organization affiliated to the *itSMF* International. It was established as a forum for Information Technology (IT) service/product providers, IT service/product users, and other interested parties to explore all means available to maximize IT business value from prudent management of IT resources. Although *itSMF* Kenya takes strategic direction from *itSMF* International, it operates within the East African IT industry and its objectives remain relevant to the region in that context.

*itSMF-Kenya* believes in the investment and the development of IT Service Management skills in the industry as IT is right at the heart of all economic activities and will in future play a pivotal role in the region's renaissance. *itSMF-Kenya*, as a key ICT player, has a commitment to the industry in ensuring that the ITIL® framework is applied and standardized throughout the region.

As compared to other countries, this region has very few (less than 10) highly trained IT Service Management (ITSM) personnel. Due to this shortage, *itSMF-Kenya* has through its international contacts come up with a unique one-off training program to fast track the acquisition of ITIL qualifications and certifications for middle level and senior IT managers in Kenya and the region. This program targets those with ITIL Foundation Level Certification and will see them through **ITIL v2 Service Manager**, **ITIL v3 Service Manager Bridge** which will lead to the **ITIL v3 Expert** Certification. It should be noted that ITIL Version 2 will cease to be a testing method come June 30<sup>th</sup> 2010 although those who will have sat but not passed the exams will have another year to re-sit. It is the considered view of *itSMF* Kenya that ITIL Version 2 certification is the shortest and most efficient route to ITIL v3 Expert certification. This program will also bring the examinations here in Kenya and will therefore eliminate the need to travel to South Africa for the same as has been happening previously, hence deriving more savings to the participants.

**Note:** ITIL v2 Service Manager + ITIL v3 Service Manager Bridge = ITIL v3 Expert

To achieve this goal, *itSMF-Kenya* through the assistance of its international contacts has after a thorough search carefully selected **Quintica Group** to partner with us in the provision of this training so as to provide a leading edge engagement for each individual attendant. Quintica takes pride in delivering these high quality training engagements, delivering a "WOW" experience for each delegate. On a holistic level they pay attention to every detail from the confirmation and surrounding communication, to the provisioning of only the best training interventions, high quality training material and high quality trainers. All their training engagements are interactive ensuring participation. This participation in discussions, presentations and exercises contributes to a higher learning and knowledge retention curve for the delegates.

**The participants will therefore access "local" high quality ITIL advanced courses offered by an Accredited Training Organisation (ATO), hence saving on logistics, time and cost of sending members overseas for the same course and examinations.**

## 1.1 *itSMF* Vision

To be the premier representative body for IT Service Management (ITSM) in East Africa

## 1.2 Mission Statement

*itSMF*-Kenya is an East African forum whose aims are primarily;

- To develop and promote best practice in IT Service Management
- To engender professionalism within IT Service Management personnel
- To provide members with a relevant forum in which to exchange information and
- To Share experiences with their peers
- To liaise with other parties that share an interest in IT Service Management
- To provide a vehicle for helping members improve service performance

## 1.3 Overall Objectives

- To develop, accumulate, and disseminate knowledge and best practices of the IT service management and related areas.
- To encourage the growth, standardization and recognition of IT Service Management throughout the East African IT Industry.
- To recognize and reward individuals and organizations who make significant contributions to the advancement of best practices, standards and professionalism in IT Service Management.
- To provide members with a forum that enables them to exchange and share their views and experiences in IT service management and related areas.
- To provide a range of services that can maximize IT business value for our member organizations.
- To be an active member of *itSMF* International.
- To connect with other East Africa organizations interested in ITSM e.g. ISACA

## 1.4 Activities

The mission and objectives of the *itSMF* Kenya are achieved through the following activities;

### 1.4.1 **Accumulating Knowledge/Best Practices in the ITSM and related areas**

- To perform research projects
- To operate SIGs(Special Interest Groups)
- To maintain knowledge base of ITSM products, services, and training available both locally and internationally

### 1.4.2 **Disseminating Knowledge /Best Practices in the ITSM and related areas**

- To organize regular events (i.e., seminars and conferences) to build knowledge and awareness about ITSM and to facilitate contact between ITSM professionals.
- To provide our membership with global best practices, books, and journal articles related to ITSM
- To provide access to a knowledge base of ITSM products, services and training.
- To support ITSM related training/education in East Africa.
- To conduct ITSM related training courses to build awareness among our membership in East Africa.
- To be an approved and authorised training and testing site for ITIL and other related courses.

**1.4.3 Providing our membership with a forum**

- To provide a forum which enables real-time exchange of views and opinions among members through the official forum website, [www.itsmfea.co.ke](http://www.itsmfea.co.ke)
- Maintaining a membership list to facilitate contact between members.

**1.4.4 Contributing to the development of ITSM in East Africa**

- To participate in the development and improvement of international ITSM standards.
- To pursue administration of East Africa version of ITSM standard certification.
- To pursue establishment of ITIL curriculum in universities.
- To advocate for best practise in ITSM and related internationally-recognised ITSM quality standards i.e. ISO 20000 & BS 15000.

**1.5 This Program's Outputs (Deliverables)**

- ITIL v2 Manager Formal Certification (Service Support and Service Deliver)
- ITIL Expert Certification; through successful conversion (bridging) from ITIL v2 to v3 Service Manager

**Note:** ITIL v2 Service Manager + ITIL v3 Service Manager Bridge = ITIL v3 Expert

## 2 Quintica Services


The Quintica Group delivers Business Service Management solutions in South Africa, the rest of Africa as well as the Middle East. We define strategy, coach process and design and implement software solutions spanning ITIL<sup>®</sup>, Corporate Governance, Business Service Management applications and a spectrum of supporting technologies.

Many service providers face the challenge to provide a single sourcing solution that consolidates all technical services as one managed service. Quintica has successfully addressed this by providing a customer with a centralised delivery model that holistically manages all assigned and allocated calls while ensuring cost optimisation and standardising customer experience.

In order to ensure that participants are trained sufficiently we also have a fully certified international training academy which delivers all aspects of ITIL<sup>®</sup>, ISO/IEC 20000:2005 as well as CoBIT Training in South Africa, throughout Africa and in the Middle East.

We strongly believe we have a unique capability set that ideally suits the market.

By combining our extensive experiences in systems and technology, understanding and deployment of leading edge solutions and in-depth Service Management industry know-how, we believe that you will benefit from working with a winning and experienced organisation!



Our team of experts offer the best comprehensive set of end-to-end Service Management solutions on the African continent and beyond. Quintica offers the entire range of ITIL education as well as complimentary Service Management courses such as COBIT/ ISO and Professional Skills. We recognise that each organisation has their own unique training requirements and as such we enable each customer to craft the correct package relevant to their business.



## 2.1 Client List – Middle East

Some of the blue chip companies using certification training from Quintica Training:



## 2.2 Client List – Africa

Some of the blue chip companies using certification training from Quintica Training:



Quintica is an Accredited Training Organisation (ATO) that is based in Kenya. By engaging with Quintica, *itSMF*-Kenya will save on logistics, time and cost of sending members overseas for advanced ITIL courses.

### 3 Training Program

#### 3.1 ITIL Service Manager Program

Dates: March 8 – 13, 2010  
 Time: 9am to 9pm daily  
 Duration: 6 days  
 Venue: West Breeze Hotel, Upperhill

For participants who already have ITIL® Foundation Certification, this course represents the quickest path to receiving the ITIL Service Manager Certification. The course comprises 2 part (6 day) sessions; covering Service Delivery and Service Support Modules of the ITIL Service Manager course.

##### 3.1.1 Certification Requirements

- Attend a 2 part training course, i.e. Service Delivery & Service Support, offered by an Accredited Training Organization (ATO)
- Attempt and pass an accredited in-course assessment offered during the training course.
- Attempt and pass a 2 part international examination, i.e. for Service Delivery & Service Support

##### 3.1.2 Agenda: (Service Delivery Module)

Time	DAY 1	DAY 2	DAY 3
Session 1 (2 Hrs)	Introduction, Expectation Management, Service Management as a Practice	Capacity Management	IT Service Continuity Management
<i>BREAK (30 Min)</i>			
Session 2 (2 Hrs)	Case Study, Service Delivery Exercise	Financial Management for IT Services	IT Service Continuity Management
<i>BREAK (30 Min)</i>			
Session 3 (2 Hrs)	Service Level Management	Financial Management for IT Services	Service Support Recap
<i>BREAK (30 Min)</i>			
Session 4 (2 Hrs)	Service Level Management	Availability Management	Service Delivery Written Assignment
<i>BREAK (30 Min)</i>			
Session 5 (2 Hrs)	Capacity Management	Availability Management	Service Delivery Written Assignment (Marking & Analysis)



**3.1.3 Agenda: (Service Support Module)**

Time	DAY 4	DAY 5	DAY 6
Session 1 (2 Hrs)	Case Study, Service Support Exercise	Problem Management	Configuration Management
<i>BREAK (30 Min)</i>			
Session 2 (2 Hrs)	Service Desk Function	Change Management	Configuration Management
<i>BREAK (30 Min)</i>			
Session 3 (2 Hrs)	Incident Management	Change Management	Service Support Recap
<i>BREAK (30 Min)</i>			
Session 4 (2 Hrs)	Incident Management	Release Management	Service Support Written Assignment
<i>BREAK (30 Min)</i>			
Session 5 (2 Hrs)	Problem Management	Release Management	Service Support Written Assignment (Marking & Analysis)

**3.1.4 1 Day Examination Revision**

- Participants will agree (during the main course delivery) on a day for conducting an Examination Revision or Boot-camp.
- The revision sessions will be facilitated by **Roger Purdie**.
- Roger Purdie is an ITIL-APMG Accredited Trainer, with extensive experience preparing candidates for the manager’s exams. He is the author the book **“The ITIL Survival Managers Exam Preparation Aid”**
- Topics:
  - Clear explanation and tips to help you prepare for the examination.
  - Case study and sample questions for Service Support and Service Delivery
  - Model answer guides (format).

### 3.2 ITIL v3 Service Manager Bridge Program

Dates: June 7 – 10, 2010  
 Time: 8am to 5pm daily  
 Duration: 4 days

For participants who already have ITIL v2 Service Managers Certification, the ITIL v3 Service Manager Bridging Course represents the quickest path to achieving the ITIL® Expert Certification.

**Note:** ITIL v2 Service Manager + ITIL v3 Service Manager Bridge = ITIL v3 Expert

#### 3.2.1 Certification Requirements

- Attend a 4 day training course, i.e. ITIL v3 Service Manager Bridge offered by an Accredited Training Organization (ATO)
- A 90 minute multiple choice exam done on the last day of the course
- A minimum of 80% is required to pass (16/20)

#### 3.2.2 Agenda: ITIL v3 Service Manager Bridge (ITIL Expert)

	Day 1	Day 2	Day 3	Day 4
08:00 - 8:30	Introduction	Recap of Day 1	Recap of Day 2	Recap of Day 3
08:30 - 09:30	Expectation Management	Service Strategy	Service Operation	Implementation Considerations
09:30 - 10:30	Service Management as a Practice			
10:30 - 11:00	<i>Tea Break</i>	<i>Tea Break</i>	<i>Tea Break</i>	<i>Tea Break</i>
11:00 - 12:00	The Service Lifecycle	Service Design	Continual Service Improvement	Mock Examination
12:00 - 1:00				Marking & Analysis
1:00 - 1:45	<i>Lunch Break</i>	<i>Lunch Break</i>	<i>Lunch Break</i>	<i>Lunch Break</i>
1:45 - 3:45	General Concepts & Key Terminology	Service Transition	Technology & Architecture	Exam Preparation
3:45 - 4:00	<i>Tea Break</i>	<i>Tea Break</i>	<i>Tea Break</i>	<i>Tea Break</i>
4:00 - 5:00	General Concepts & Key Terminology	Service Transition	Technology & Architecture	<b>Certification Examination</b>

## 4 Implementation Approach

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### 4.1 Training Services, Courses & Duration

#### 4.1.1 The Training will include the following services provided:

- ITIL Accredited Trainers for each engagement.
- ITIL Accredited Training material.
- Facilitation of the International Certification examination.
- ITIL international certificates for the delegates that pass the exam.
- Internationally recognized Lapel Badges for successful exam candidates.

Course	Duration							
	D 1	D 2	D 3	D 4	D 5	D 6	D 7	D 8
ITIL® V2 Manager – Service Delivery	█	█	█	█	█	█	█	█
ITIL® V2 Manager – Service Support	█	█	█	█	█	█	█	█
ITIL® V2 Manager – Revision	█	█	█	█	█	█	█	█
ITIL® V3 Managers Bridge	█	█	█	█	█	█	█	█

**Note:** ITIL v2 Service Manager + ITIL v3 Service Manager Bridge = ITIL v3 Expert

## 4.2 TRAINING COSTS

### 4.2.1 ITIL V2 Service Manager Course: March 8 – 13, 2010

COURSE	DURATION DAYS	INVESTMENT (USD)
ITIL® V2 Service Managers***	6	2,880
ITIL® V2 Managers Service Manager – Exam Revision*	1	
ITIL® V2 Managers Service Support – Exam	3hrs	240**
ITIL® V2 Managers Service Delivery – Exam	3hrs	240**
<b>TOTAL INVESTMENT</b>		<b>3360.00</b>

### 4.2.2 ITIL V2/V3 Service Manager Bridge Course (ITIL v3 Expert): June 7 – 10, 2010

COURSE	DURATION DAYS	INVESTMENT (USD)
• ITIL® V2/V3 Managers Bridge	4	1,440
• ITIL® V2/V3 Managers Bridge – Exam	1.5hrs	240**
• <b>TOTAL INVESTMENT</b>		<b>1680.00</b>

- All Fees are per delegate attending
- All Fees shown are inclusive of:
  - Course materials
  - ITIL Accredited Instructors fees
- \*\* Exam fees are optional
- \*Exam revision is available **only** to the delegates who attended the manager course **and** have paid and booked for the Certification Exams.
- \*\*\* We recommend that delegates purchase the **optional** OGC Red and Blue books; at \$160 each. All orders for the books should be made at least 2 weeks in advance.
- Tea, snacks and catering are also inclusive
- All fees are exclusive of VAT

## 5 Participation Registration Form

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### 5.1 Corporate Participants

Organisation Name:

Physical Location/Address:

Telephone:  Fax:

Total No of Delegates:  Total Amount Payable:

Mode of Payment:

### 5.2 Individual Participant

Surname:  Forenames:

Physical Address:  Postal Address:

Mobile Tel:  Email Address:

Employer:  Job Title:

Amount payable:  Payment Mode:

*All cheques/transfers are payable to:*  
**The IT Service Management Forum of East Africa**  
**Equity Bank, Upper Hill Branch**  
**Account No. 0170292840776**

### 5.3 For More Information:

Quincy Kamina  
Tel: +254 772 735 033; +254 724 735 033  
Email: [info@itsmfea.co.ke](mailto:info@itsmfea.co.ke)  
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