FLYCAST
PARTNERS

integratedITSM™ Essentials
Certification Training Course

ℹ Course Information

Certification: integratedITSM™ Essentials
Duration: 3 Days
Domain: IT Service Management
Delivery Method: On-site / Virtual Classroom
Accreditor: Professional Designations
Available Languages: English

💡 Course Description

IntegratedITSM™ Essentials delivers a strong ITSM foundation through experiential assignments and proven best practices refined over 30+ years. Drawing from 20+ frameworks, standards, and publications, this 18-hour, product-agnostic course covers essential ITSM components. It provides practical guidance to help organizations, stakeholders, and teams effectively manage core ITSM processes.

📖 Course Materials

- Course Manual
- Study Guides
- Practice Exams
- Voucher for Proctored Exam

👥 Audience

Anyone involved in the internal or external delivery of IT services:

- Individuals at the start of their journey in service management
- ITSM managers and aspiring ITSM managers
- Organizations interested in adopting internationally recognized and standardized best practices for ITSM - regardless of the operating model/framework being used

🎯 Course Objectives

By the end of the course, students will have a comprehensive understanding of current and needed IT services as well as how to align them with the organization's goals and objectives to drive success.

- Learn and understand key service management terms and concepts
- Learn the essential and most widely used ITSM processes
- Understand how to apply these concepts and processes to real-life scenarios
- Create a personal action plan that learners can implement

✨ Benefits and Value

- Gain a thorough understanding of how each ITSM process functions individually
- Learn how these processes integrate with others within the ITSM framework
- Develop a holistic perspective on cross-functional collaboration
- Understand the importance of operating as a true service-based organization
- Earn a highly valued certification in ITSM
- Enhance your professional credentials and marketability

📝 Course Agenda

This course provides a streamlined introduction to each of these processes and describes the integration of these processes from a practitioner's point of view.

Each process is covered in-depth, including:

- Purpose and objectives
- Policies
- Key terms and concepts
- Inputs / activities / outputs
- Roles and responsibilities
- Key process integrations
- Critical success factors (CSFs) and key performance indicators (KPIs)

📝 Exam Information

Exam Prerequisites: No formal prerequisites
Delivery: Web-based
Format: Closed book
Proctoring: Web-proctored
Pass Grade: 65%
Number of Questions: 40 simple multiple-choice
Duration: 60 minutes (candidates taking the exam in a non-native language may be awarded 25% extra time)
Exam Location: Conducted online with a virtual proctor using an exam voucher which is included with the purchase of the course