Professional Training and Consulting Services

ITIL®, COBIT®, PRINCE2®, MSP®, ISO 20000, ISO 27001, Cloud Computing, PMP®, M_o_R®, Kepner-Tregoe®, TOGAF®, Business Analysis

www.impetus.ae

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Portfolio includes ITIL®, COBIT®, PRINCE2®, MSP®, ISO 20000, ISO 27001, Cloud Computing, PMP®, M_o_R®, Kepner-Tregoe®, TOGAF®, Business Analysis

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Impetus Full Profile v.1.6

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Brief Profile

Impetus Consulting is an IT Consulting and Training provider based in Dubai Internet City offering services and training throughout the region including UAE, KSA, Kuwait, Oman, Qatar, Bahrain, Jordan, Pakistan and Turkey.

We specialize in providing high quality consultancy, implementation and training services in the areas of IT Service Management, IT Governance and Project Management through strategic partnerships with the industry leaders in its areas of activity.

Impetus Consulting consultants and trainers are chosen from the professionals with many years of international experience and are officially certified and accredited in their specific areas.

Services

IT Service Management, IT Governance and Project Management consulting and training are core business lines for Impetus Consulting which distinguishes us from providers who are offering in a broad list of subject matter areas in many different disciplines. Our focus and concentration on the IT Service Management, IT Governance, and Project & Programme Management allows us providing the highest quality in consultants, training systems, materials and instructors.


Major Clients

We have successfully provided services and trained in our public courses or dedicated in-house courses delegates from prominent organizations including those listed below. Testimonials can be found on our website www.impetus.ae and references can be provided upon request.

- Abdul Latif Jameel (ALJ)
- Absons IT
- Abu Dhabi Investment Authority (ADIA)
- Abu Dhabi Polymers (Borouge)
- Abu Dhabi Systems & Information Centre
- ADNOC Distribution
- Advanced Electronics
- Airport International Group (Amman, Jordan)
- Al Ain Municipality
- ALEC
- Anti Doping Lab Qatar
- ARAMCO
- Averda
- AWAL IT Services
- Axiom Telecom
- Bahrain Bourse
- Baker Hughes
- Banco Nacional de Angola
- Bank Aljazira – SA
- Boskalis
- Chalhoub Group
- Cleveland Clinic Abu Dhabi
- Commercial Bank of Dubai
- Department of Economic Development
- Dhofar Power Company (Salalah, Oman)
- Diyar Middle East (Kuwait)
- DU
- Dubai Airports
- Dubai Customs
- Dubai Financial Services Authority
- Dubai Mercantile Exchange
- Dubai Petroleum
- Dubai Smart Government
- Elm
Consulting Services

We provide consulting services for the following areas delivered by our experienced senior consultants and through strategic partnerships with global industry leaders:

- Assessment and Maturity Analysis Services covering IT Service Management based on ITIL® and/or ISO 20000.
- Assessment of IT Governance based on COBIT® Framework.
- Consulting for the development and design of custom IT Processes aligned with best practices applicable.
- Consulting and guidance for the selection of tool and technology needs for IT Service Management.
- Assessment and Maturity Analysis of Project Management.
- Consulting for Embedding and Tailoring PRINCE2® as a project management methodology.
- Provision of Consulting and Guidance for the process implementation efforts.

All our consulting services are provided by experience and certified senior consultants using the state of the art tools and know-how developed over years by the global industry leaders.

We bring to our customers international skills and know-how with local support.

Certifications you can gain with Impetus Consulting

ITIL®

IT Infrastructure Library (ITIL) is a collection of Best Practices for the management and delivery of IT services and IT infrastructure. Because of decades of constant revision, these Best Practices have become a de-facto standard for the IT departments of all types of organizations. These Best Practices are presented in a service lifecycle model, including Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement. We provide ITIL Foundation, as well as ITIL Intermediate courses (both Lifecycle and Capability tracks) up to Expert level.
COBIT®

COBIT courses are interactive, classroom-based learning experience. Participants learn about the need for an IT control framework and how COBIT addresses this need by providing a globally accepted IT governance and control framework. The Foundation course explains the elements and supporting materials of the COBIT framework in a logical and example-driven approach for everyone interested in obtaining foundation level knowledge of COBIT. We also provide COBIT Implementation and Assessor courses.

Business Analysis

Business Analysts provide the bridge between the business and IT systems, and are pivotal to organisational success. Our certifications provide independent expert verification of knowledge and expertise and are proven to be a valuable measurement of business analysis performance across organisations. We provide all levels of training up to Business Analysis Diploma including BA Foundation, Practitioner, Requirements Engineering, Modelling Business Processes.

Cloud Computing

With the help of Cloud Computing Essentials, working becomes more socially interactive and unconstrained to location and time. However, many organizations are still struggling to adopt cloud computing to their full advantage, not anticipating the impact it has on the complete organization. Getting up to speed with the principle understanding of Cloud Computing and basic skills is key for a safe and well-managed implementation of any Cloud project.

ISO20000 Practitioner

ISO/IEC 20000 is the first worldwide standard specifically aimed at IT Service Management. It proposes a process approach to IT Service Management within an overall Plan-Do-Check-Act (PDCA) cycle. This approach enables IT organizations to establish IT Service Management processes to deliver managed services in a systematic and controlled manner and to enhance the quality of IT services to customers. ISO/IEC 20000 is aligned with and complementary to the process approach defined in IT Infrastructure Library (ITIL) from the Office of Government Commerce (OGC).

ISO27001 Lead Auditor

This 5-day Lead Auditor course is based around ISO/IEC 27001:2005 and provides participants with the opportunity to develop the expertise needed to audit an ISMS and to manage a team of auditors by applying widely recognized audit principles, procedures, and techniques.

ISO27001 Lead Implementer

This 5-day intensive course enables the participants to develop an expertise to support an organization in implementing and managing an Information Security Management System (ISMS) as specified in ISO/IEC 27001:2005. Participants will also master the best practices for implementing information security controls from eleven areas of ISO/IEC 27002:2005.

PRINCE2®

PRINCE2 is a structured project management methodology. It has a series of processes, which cover all the activities required on a project from the beginning to the end, and it provides clear, step-by-step, direction. It can be described as a flexible and customizable framework, which provides a ready to use methodology, based on industry best practices shaped by thousands of successful projects over the years. PRINCE2 provides organizations with a repeatable methodology and a common language across the enterprise. As such it complements ITIL, the IT Service Management framework. We provide PRINCE2 Foundation & Practitioner Courses.
MSP®

MSP (Managing Successful Programmes) is an internationally recognized best practice programme management method that can be tailored to suit any type of working culture and any size or type of programme. MSP is a mature method and has been used successfully around the world. MSP provides an approach to managing the needs and expectations of diverse stakeholder groups, by focusing on benefits. A profile of interlinked projects can then be run to deliver tactical and operational changes. Adoption of MSP is accelerating across both public and private sectors because it leads to more effective, results focused management of change.

M_o_R®

M_o_R (Management of Risk) is part of the Best Practice Guidance portfolio published by the Office of Government Commerce. While it links to other OGC Best Practice, it respects the roles, responsibilities and terminologies used outside the disciplines of programme and project management. The M_o_R guide is intended to help organizations put an effective framework in place for taking informed decisions about the risks that affect their performance objectives across all organizational activities, whether these be strategic, programme, project or operational.

PMP®

PMI's Project Management Professional (PMP) credential is the most important industry–recognized certification for project managers. Globally recognized and demanded, the PMP® credential demonstrates that you have the experience, education and competency to successfully lead and direct projects.

TOGAF®

TOGAF is a framework; a detailed method and a set of supporting tools for developing the enterprise architecture. TOGAF plays an important role in standardizing (and de-risking) the architecture development process. Developing and sustaining an enterprise architecture is a technically complex process that involves many stakeholders and decision processes in the organization. TOGAF provides a best practice framework for adding value, enabling the organization to build workable and economic solutions that address their business issues and needs.

Kepner-Tregoe®

Kepner-Tregoe is a proven problem-solving methodology used to maximize service performance at global organizations, such as NASA, IBM, Sun Microsystems, RIM and Siemens. Kepner-Tregoe Foundation training is designed for individuals who work in trouble shooting environments. This allows them to deliver a high level of quality and consistency in customer support. The course equips participants with the terminology, structure and basic concepts of Kepner-Tregoe's problem management and incident management techniques, such as Situation Appraisal, Problem Analysis, Decision Analysis and Potential Problem Analysis.

Quality

Impetus Consulting is an Accredited Training Provider for:

- ITIL® by PEOPLECERT
- PRINCE2®, COBIT®5 and ISO 20000 by APMG
- Business Analysis by BCS the Chartered Institute for IT

Other trainings are delivered in partnership with our accredited global partners.

All our instructors and consultants are certified and accredited in their subject matters and come with many years of international consulting and training experience.
All Impetus Consulting services use the best quality tools and training materials and delivered in partnership with global leaders in the industry.

**Partnerships**

We aim to increase the value to our customers through strategic partnerships with the technology leaders in our areas of expertise. We believe the combination of many years of our consulting experience in the IT industry and our experience in the region with the worldwide proven technology of our partners provides the basis for the customer satisfaction we have proudly achieved in the years of our existence.

Impetus Consulting is in active partnerships with the following technology leaders:
- ITpreneurs Netherlands B.V.
- Accredited Training Organization for PRINCE2®, COBIT®5, ISO 20000 by APMG
- Accredited Training Organization for all levels of ITIL® by PEOPLECERT
- Accredited Training Organization for Business Analysis by BCS the Chartered Institute for IT

**Types of Training**

**In-House Courses**

Corporate in-house courses can be tailored to your organization's specific training needs. Classes can be held exclusively for your delegates either at our venue in Dubai, or at your own premises and any other location in different countries. Timetable and course timings can be tailored to suit your candidates' availability.

To arrange for an in-house course, please provide us your training requirements. We will produce a proposal with all the necessary details for your review and approval.

**Public Courses**

Impetus Consulting deliver regular training courses in Dubai, UAE. Full schedule of upcoming courses can be found on Impetus website (www.impetus.ae) and also enclosed below. These courses are open for public; please contact our office for further details and registration.

**List of Courses**

For courses not mentioned below and for more details please contact our office.

<table>
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<tr>
<th>List of Courses</th>
<th>Number of Days</th>
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<td><strong>ITIL Expert Program:</strong></td>
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<tr>
<td>• ITIL Expert Program (Capability Track)</td>
<td>10 days + 40 hours e-learning</td>
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<tr>
<td>• ITIL Expert Program (Lifecycle Track)</td>
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<td><strong>ITIL Intermediate – Capability Modules:</strong></td>
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<td>• ITIL Planning, Protection &amp; Optimization (PPO)</td>
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<td>• ITIL Service Offerings &amp; Agreements (SOA)</td>
<td>Fast Track:</td>
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<td>• ITIL Release, Control &amp; Validation (RCV)</td>
<td>2.5 days + 10 hours e-learning</td>
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<td>• ITIL Operational Support &amp; Analysis (OSA)</td>
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<td><strong>ITIL Intermediate – Lifecycle Modules:</strong></td>
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<tr>
<td>• ITIL Service Strategy (SS)</td>
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### ITIL Service Design (SD)

- ITIL Service Design (SD)
- ITIL Service Transition (ST)
- ITIL Service Operation (SO)
- ITIL Continual Service Improvement (CSI)

**Fast Track:**
(2 days + 8 hours e-learning)

**ITIL Managing Across the Lifecycle (MALC)**
- 4 days

### Business Analysis

- Business Analysis Foundation
- Business Analysis Practitioner
- Business Analysis Requirements Engineering
- Business Analysis Modelling Business Processes

**3 days**

### Cloud Computing

- Cloud Computing Essentials with Business Simulation

**3 days**

### IT Governance

- COBIT Foundation
- COBIT Implementation
- COBIT Assessor
- TOGAF Foundation & Practitioner

**3 days**

### Service Management

- ISO 20000 Auditors
- ISO 20000 Practitioner
- Kepner-Tregoe<sup>®</sup> Foundation

**2 days**

### ISO27001

- ISO 27001 Lead Auditor
- ISO 27001 Lead Implementer

**5 days**

### Project & Programme Management

- PRINCE2 Foundation
- PRINCE2 Practitioner
- PRINCE2 Foundation & Practitioner
- MSP Foundation & Practitioner
- PMP (Project Management Professional)

**3 days**

**2 days**

**5 days**

**5 days**

### Risk Management

- Management of Risk (M_o_R) Foundation & Practitioner

**5 days**

### Public Course Schedule

Full schedule, course details and factsheets can be found on our website [www.impetus.ae](http://www.impetus.ae).

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<td>PRINCE2 Foundation &amp; Practitioner</td>
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Courses Factsheets

Business Analysis Foundation

Course Fact Sheet v1.0– Business Analysis

3 days course

This 3 days course covers the range of concepts, approaches and techniques that are applicable to Business Analysis. Candidates are required to demonstrate their knowledge and understanding of these aspects of Business Analysis.

The certificate is relevant to anyone requiring an understanding of Business Analysis including business analysts, business managers and their staff, business change managers and project managers.

Course runs 9:00 – 5:00 each day

Learning Objectives

Candidates should be able to demonstrate knowledge and understanding of business analysis principles and techniques. Key areas are:

- the role and competencies of a business analyst
- strategy analysis
- business system and business process modelling
- stakeholder analysis
- investigation and modelling techniques
- requirements engineering
- business case development
- management of business change

This qualification provides a foundation for the range of specialist BCS modular certificates in the areas of Business Analysis, IS Consultancy and Business Change. The qualification can also be used as the knowledge-based specialist module for the Diploma in Business Analysis. In addition, the qualification provides foundation-level Business Analysis knowledge for specialists in other disciplines, particularly Project Managers and System Developers.

Audience

This course will be of interest to anyone requiring an understanding of Business Analysis including business analysts, business managers and their staff, business change managers and project managers.

Prerequisites

There are no specific pre-requisites for entry to the examination; however candidates should possess the appropriate level of knowledge to fulfil the objective shown above.
Examination Information

The syllabus is based on the BCS publication "Business Analysis", 2nd edition, and it is recommended that this text is studied by those preparing to take this examination. The headings listed in the syllabus relate to the relevant chapter headings, section headings and text included in this publication.

The format for the examination is a one hour multiple-choice examination consisting of 40 questions. The examination is closed book (no materials can be taken into the examination room). Candidates need to achieve a minimum of 26 marks out of 40 to pass the examination.

Candidates who are awarded a pass for the examination are awarded the BCS Foundation Certificate in Business Analysis.

Course Content

The syllabus covers the following areas:

- What is Business Analysis
- The Competencies of a Business Analyst
- Strategy Analysis
- The Business Analysis Process Model
- Investigation Techniques
- Stakeholder Analysis and Management
- Modelling Business Systems
- Modelling Business Processes
- Gathering the Requirements
- Documenting and Managing Requirements
- Modelling Requirements
- Delivering the Requirements
- Making a Business and Financial Case
- Implementing Business Change
Cloud Essentials Course™ + “Cloud Challenge” Business Simulation

Course Fact Sheet v1.2–Cloud Computing

11 PDUs (Cloud Essentials) + 4 PDU’s (Business Simulation Online Game)

The Cloud Essentials course with Cloud Challenge Virtual Simulation is a 3-day, interactive, classroom-based learning experience. The course provides a balanced curriculum and addresses the business and technical perspectives of Cloud Computing. It will also explain how to adopt, operate, and govern the cloud. The course enables participants to successfully complete the associated Cloud Essentials exam from CompTIA.

Course runs 9:00 – 17:00 each day – exam is scheduled from 16:00-17:00 on the last day or a voucher can be issued for a later date.

Learning Objectives

At the end of this course, participants will be able to:

- Understand the common terms and definitions of Cloud Computing.
- Understand the business benefits and business considerations of Cloud Computing.
- Understand Cloud Computing from a technical perspective and recognize the various techniques, methods, challenges, and types of clouds.
- Understand the impact and changes of Cloud Computing on IT service management.
- Explain typical steps that lead to the successful adoption of Cloud Computing and understand the implications for organizations.
- Recognize the compliance, risk, and regulatory consequences of Cloud Computing and its financial and strategic impact on an organization.

Audience

- IT Support Staff
- IT Consultants
- Business Managers
- Business Analysts
- Small and Mid sized Business Owners
- Specialist (IT, security, infrastructure, services, systems, test, and so on)
- Business Process Owners
- IT Developers
- Service Providers
- System Integrators
- Architects
- Consultants
- IT Management

Prerequisites

There are no formal prerequisites for this course, but it is recommended that the participants have some experience in the IT domain.

About the Examination:

The course includes an Exam Preparation module, preparing participants to take on the Cloud Essentials exam on the last day of the course.
About the Online Game:

**Cloud Challenge Business Simulation Game Description:**
The Cloud Challenge business simulation is an online, single-player serious game. Players will experience the business changes caused by Cloud Computing and Virtualization. Players will interact with business partners and stakeholders from IT and other departments, and will make strategic choices on Cloud Computing techniques that have an impact throughout the business.
The game consists of multiple scenarios, each focusing on different topics from the Cloud Computing subject matter areas.

**Approach:**
The simulation takes place in a fictional enterprise, the Cloud Challenge game gives insight into the application of Cloud Computing and Virtualization in real-world scenarios.
The game gives context to the subject matter and delivers a fun, highly interactive experience to anchor the players’ knowledge of Cloud Computing and Virtualization.

**Objectives:**
- Anchors knowledge gained during Cloud Essentials course
- An exciting method to put theory into practice
- Multiple scenarios, providing exposure to a broad set of issues
- Single-player game; play online from anywhere, at any time
- Ability to compete with players from all over the world

**Timetable**
Please note that this schedule is a guide, deviations from this plan are possible.

<table>
<thead>
<tr>
<th>Day 1</th>
<th>Day 2</th>
<th>Day 3</th>
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<tbody>
<tr>
<td>2. Introduction to Cloud Computing</td>
<td>7. Governing the Cloud</td>
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<tr>
<td>4. Technical Perspective</td>
<td>8. Exam Preparation</td>
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<tr>
<td>5. Adopting the Cloud</td>
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</table>
COBIT® 5 Foundation

Course Fact Sheet v1.3- COBIT®

The COBIT® 5 Foundation course is a 3-day, interactive, classroom-based learning experience. Participants learn about the need for an IT governance framework and how COBIT addresses this need by providing the latest thinking in enterprise wide governance of IT.

This course explains the elements and supporting materials of the COBIT framework using a logical and example-driven approach for everyone interested in obtaining Foundation-level knowledge of COBIT.

COBIT 5 provides the next generation of ISACA's guidance on the enterprise governance and management of IT. It builds on more than 15 years of practical usage and application of COBIT by many enterprises and users from business, IT, risk, security and assurance communities.

Today, more than ever, information and related technologies need to be governed, managed and operated in a holistic manner with a single, integrated process model that provides end-to-end coverage of the roles, responsibilities and practices required.

COBIT 5 provides a comprehensive framework that assists enterprises in achieving their objectives for the governance and management of enterprise IT. It helps enterprises create optimal value from IT by maintaining a balance between realizing benefits and optimizing risk levels and resource use. COBIT 5 enables IT to be governed and managed in a holistic manner for the entire enterprise, taking in the full end-to-end business and IT functional areas of responsibility, considering the IT-related interests of internal and external stakeholders. COBIT 5 is generic and useful for enterprises of all sizes, whether commercial, not-for-profit or in the public sector.

The course runs 9:00 – 5:00 each day – exam is scheduled on the last day

Learning Objectives

At the end of this course, the learner will gain competencies in:

- Key challenges of using IT
- IT governance concepts and benefits
- COBIT 5 framework, principles, and enablers
- Relationship between stakeholder needs and governance
- Implementation approach for using COBIT 5
- Structure of COBIT 5 process reference model
- Governance and management domains
- Components of COBIT 5 processes
- Need for capability assessments
- COBIT 5 ISO/IEC 15504 approach
- Application of COBIT 4 maturity model approach with COBIT 5
- Other COBIT 5 enablers for IT governance and management

Audience

The COBIT Foundation course and the COBIT Foundation exam will be of interest to:

A wide range of business managers, IT management consultants, IT governance professionals, and auditors who wish to gain a better understanding of COBIT 5 and what it can provide to their organization
Prerequisites

There are no formal prerequisites for this course, but it is recommended that the participants have some experience in the IT governance domain.

Timetable

Please note that this schedule is a guide, deviations from this plan are possible.

<table>
<thead>
<tr>
<th>Day 1</th>
<th>Day 2</th>
<th>Day 3</th>
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<tr>
<td>Introduction</td>
<td>Day 1 Review</td>
<td>Day 2 Review</td>
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<td>Overview of COBIT 5 &amp; IT Governance</td>
<td>COBIT 5 Enablers</td>
<td>COBIT 5 Assessment and Process Capability</td>
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<td>COBIT 5 Principles</td>
<td>Case Study and Group Work 3</td>
<td>Exam preparation and Sample Test</td>
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<td>Case Study and Group Work 1 &amp; 2</td>
<td>COBIT 5 Implementation Method</td>
<td>Discussion of the Sample Test</td>
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<td>COBIT 5 Enablers</td>
<td>Case Study and Group Work 4</td>
<td>Certification Examination</td>
</tr>
<tr>
<td>Homework</td>
<td>Homework</td>
<td>Close</td>
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</tbody>
</table>

Examination Information

The exam is closed book and consists of 50 multiple-choice questions with 1 mark available per question. Minimum score required to pass is 50% or 25 marks. Exam duration is 40 minutes
COBIT® 5 Implementation

Course Fact Sheet v1.2 - COBIT®

The COBIT® 5 Implementation course is a 3-day, interactive, classroom-based learning experience.

Participants will get a practical appreciation of how to apply COBIT 5 to specific business problems, pain points, trigger events and risk scenarios within the organization. They will learn how to implement and apply COBIT 5 into your enterprise and how to effectively use it for client initiatives. Attendees will walk away with an appreciation of how to effectively use COBIT 5 for different organizational scenarios.

The course material is supported by practical exercises and case-based scenarios. Candidates learn how to apply the COBIT 5 continual improvement lifecycle approach to address requirements and establish and maintain a sustainable approach to governing and managing enterprise IT as “normal business practice”.

The course runs 9:00 – 5:00 each day – exam is scheduled on the last day

Learning Objectives

Following completion of the COBIT 5 Implementation course and examination, you will understand:

- How to analyse enterprise drivers
- Implementation challenges, root causes and success factors
- How to determine and assess current process capability
- How to scope and plan improvements
- Potential implementation pitfalls
- The latest good practices.

Audience

The COBIT Implementation course and the COBIT Implementation exam will be of interest to:

- IT auditors, IT managers, IT quality professionals, IT leadership, IT developers, process practitioners and managers in IT service providing firms, business managers

Prerequisites

Successful completion of the COBIT 5 Foundation Exam

Examination Information

For professionals that understand how to apply all the elements of COBIT 5 across the enterprise and have mastered the approach to implementing the "Governance of Enterprise Information Technology or (GEIT)" based on a continual improvement life cycle. These professionals have demonstrated the understanding of how COBIT 5 should be tailored to suit an enterprise’s specific needs.

Exam Format:

- Objective testing
- 4 questions per paper with 20 marks available per question
- 40 marks or more required to pass (out of 80 available) - 50%
- 2 ½ hours duration
- Open book (‘COBIT 5 Implementation’ book only).
COBIT® 5 Assessor

Course Fact Sheet v1.0- COBIT®

The COBIT® 5 Assessor course is a 3-day, interactive, classroom-based learning experience.

The COBIT 5 Assessor course provides a basis for assessing an enterprise’s process capabilities against the COBIT 5 Process Assessment Model (PAM). Evidence-based to enable a reliable, consistent and repeatable way to assess IT process capabilities, this model helps IT leaders gain C-level and board member buy-in for change and improvement initiatives.

Assessment results provide a determination of process capability. They can be used for process improvement, delivering value to the business, measuring the achievement of current or projected business goals, benchmarking, consistent reporting and organizational compliance.

The course runs 9:00 – 5:00 each day – exam is scheduled on the last day

Learning Objectives

Following completion of the COBIT 5 Implementation course and examination, you will understand:

- How to perform a process capability assessment using the Assessor Guide: using COBIT 5
- How to apply the Process Assessment Model (The PAM) in performing a process capability assessment, specifically:
  - To use the Process Reference Model, in particular to be able to use the 37 processes outlined in the PRM
  - To apply and analyse the measurement model in assessing process capability levels
  - To apply and analyse the capability dimension using generic criteria outlined in the PAM
- How to identify and assess the roles and responsibilities in the process capability assessment process
- How to perform and assess the 7 steps outlined in the Assessor Guide, specifically:
  - Initiate a process assessment
  - Scope an assessment, using the tools provided and the PAM for the selection of the appropriate processes
  - Plan and brief the teams
  - Collect and validate the data
  - Do a process attribute rating
  - Report the findings of the assessment
- How to use the self-assessment guide

Audience

The COBIT Assessor course and the COBIT Assessor exam will be of particular interest to:
Internal and external auditors, IT auditors and consultants

Prerequisites

Successful completion of the COBIT 5 Foundation Exam
Examination Information

For those professionals that have mastered the understanding of how to perform a formal Process Capability Assessment and how it can be used to:

- Enable business goals
- Prioritize improvement initiatives
- Identify opportunities for improving the governance and management of information and technology assets

These professionals ensure stronger, more reliable control over internal processes and provide stakeholders a clear line of sight into process capabilities, allowing IT leaders to redirect or liberate resources – from service delivery to designing and implementing technology-enabled, information-rich and transformed business process – to increase innovation and value for the enterprise.

Exam Format

- Objective testing
- 8 questions per paper with 10 marks available per question
- 40 marks or more required to pass (out of 80 available) - 50%
- 2 ½ hours duration

Candidates that are successful in the COBIT 5 Assessor exam now meet one of the eligibility requirements to become a COBIT 5 Certified Assessor. This is a new certification scheme from ISACA that demonstrates an individual has the knowledge experience and skills that make them a valuable asset to their organization.
ISO/IEC 20000 for Practitioner

Course Fact Sheet v1.3 – ISO20000

3 days classroom workshop- APMG Certification

This interactive workshop, leading to the ISO/IEC 20000 Practitioner examination is aimed at IT practitioners who assist organizations to achieve or retain ISO/IEC 20000 certification.

The purpose of the Practitioner qualification is to ensure that the candidate has sufficient understanding of ISO/IEC 20000 and its application to be able to analyze and apply their knowledge to a range of activities that would support organizations in achieving and retaining ISO/IEC 20000 certification.

The course covers the interpretation and application of the ISO/IEC 20000 standard and enables practitioners to develop the Service Management capability of an organization and assess its readiness for certification within the ISO/IEC 20000 certification scheme.

Internal auditors involved in preparing an organization for ISO/IEC 20000 certification might find this course more appropriate than the APMG ISO/IEC 20000 Auditor course. An exam will be conducted at the end of the training.

Course runs 9:00 – 5:00 each day

Learning Objectives
Candidates should understand and be able to analyse and apply the content of ISO/IEC 20000 within currently certified organizations, or organizations wishing to implement an SMS in preparation for initial certification.

At the end of the course, participants will be able to:

- Explain and apply the requirements of Part 1
- Understand, create and apply a service management plan
- Assist and advise organizations on the implementation of continual improvement processes
- Assist and advise organizations in the achievement of conformance to ISO/IEC 20000 and certification
- Explain the relationship between ISO/IEC 20000, related standards and best practices
- Understand, explain and advise on issues regarding applicability, eligibility and scoping
- Advise and assist in ISO/IEC 20000 certification readiness assessments
- Produce a gap analysis supported by an improvement and implementation plan
- Prepare organizations for an ISO/IEC 20000 certification audit using the regulations of the APMG Certification Scheme

Audience
This course will be of particular interest to: IT consultants, quality consultants, IT service providers, IT service managers, and IT auditors involved in the implementation of ISO/IEC 20000

Prerequisites
Delegates attending the course are required to have a fundamental knowledge of IT service management principles and processes. The basic ITSM knowledge required is exemplified by either an ITIL® Service Management Foundation certificate or an approved ISO/IEC 20000 Foundation certificate, possession of one of which is mandatory for attending this course.
Participants should bring their own copy of the following Standards, available from www.iso.org:

**Timetable**

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**Examination Information**

The ISO/IEC 20000 exam is a 3-hour multiple choice exam with 4 questions. Each of the 4 questions is worth 20 marks, giving a maximum of 80 marks in the exam paper.

The pass mark is 50% (40 marks).

Within each question the syllabus area to which the question refers is clearly stated. The exam may be taken with the support of the ISO/IEC 20000 Part 1 standard.
ISO 27001 Lead Auditor

Course Fact Sheet v1.2– ISO/IEC 27001: 2013

5 days course

Auditing is crucial to the success of any management system. As a result, it carries with it heavy responsibilities, tough challenges and complex problems. This five-day intensive course trains ISMS auditors to lead, plan, manage and implement an Audit Plan. It also empowers them to give practical help and information to those who are working towards certification and also provides the knowledge and skill required to carry out 2nd party auditing (suppliers and subcontractors).

Course Structure
A combination of tutorials, syndicate exercises and role-play, including the following topics:

- Explain the purpose and business benefits of:
  - An ISMS
  - Of ISMS standards
  - Of management system audit
  - Of third-party certification
  - Explain the role of an auditor to plan, conduct, report and follow up an Information Security MS audit in accordance with ISO19011 (and ISO 17021 where appropriate)

- Have the skills to:
  - Plan
  - Conduct
  - Report
  - And follow up an audit of an ISMS to establish conformity (or otherwise) with ISO/IEC 27001/2, ISO 19011 (and ISO 17021 where appropriate).

Learning Benefits
Effective auditing helps to ensure that the measures you put in place to protect your organization and your customers are properly managed and achieve the desired result.

Audience
Those wishing to implement a formal Information Security Management System (ISMS) in accordance with ISO/IEC 27001:

- Those wishing to lead audits of Information Security Management System (ISMS) in accordance with ISO 27001:2013 (either as a second party or third party auditor)
- Those wishing to learn about effective audit practices
- Existing information security auditors who wish to expand their auditing skills
- Consultants who wish to provide advice on ISO 27001:2013 ISMS Auditing
- Security and quality professionals

Prerequisites
Delegates are expected to have the following prior knowledge:

Management systems
Understand the Plan-Do-Check-Act (PDCA) cycle.
Information security management (Knowledge of the following information security management principles and concepts):

- Awareness of the need for information security;
- the assignment of responsibility for information security;
- incorporating management commitment and the interests of stakeholders;
- enhancing societal values;
- using the results of risk assessments to determine appropriate controls to reach acceptable levels of risk;
- incorporating security as an essential element of information networks and systems;
- the active prevention and detection of information security incidents;
- ensuring a comprehensive approach to information security management;
- Continual reassessment of information security and making of modifications as appropriate.

ISO/IEC 27001
Knowledge of the requirements of ISO/IEC 27001 (with ISO/IEC 27002) and the commonly used information security management terms and definitions, as given in ISO/IEC 27000.

It is therefore recommended that delegates attend the BSI ‘Requirements of ISO/IEC 27001’ Training Course, prior to attending this course. It would also be beneficial to have been involved in, or preferably undertaken, ISMS Audits before attending this course.

Examination Information
Exams are set on the last day of the course (5th day)
Participants who successfully complete the course will be issued an IRCA accredited certificate.
ISO 27001 Lead Implementer

Course Fact Sheet v1.1– ISO/IEC 27001: 2005

5 days course

The objective of this course is to provide delegates with the necessary skills and tools to implement ISMS that meets the certification requirements of ISO/IEC 27001:2005 and is based on the code of practice defined by ISO 17799. The course will prepare delegates for the ISO/IEC 27001 Lead Implementer Certificate and provide delegates with useful tools and a reference framework for implementation.

Recent high profile information security breaches and the value of information are highlighting the ever increasing need for organisations to protect their information. An Information Security Management System (ISMS) is a controlled approach to managing sensitive company information so that it remains secure. It encompasses people, processes and Information Management Security Systems.

Both the objective and result of the course is the development of skeleton ISMS, including key processes, policies and procedures which can be used the moment you step back into your office to start implementing effective ISMS in your organisation. The knowledge and skills imparted during this course will prove invaluable in improving and protecting your business.

Course runs 9:00 – 5:00 each day – online exam is scheduled on the last day

Learning Objectives

Through sessions and exercises, the delegates will be able to identify:

- Background to information security
- Roles and responsibilities in the development of an ISMS
- Determination of ISMS scope
- Writing the information security policy
- Determination of risk and impacts
- Identification of ISO/IEC 27001 control objective and controls
- ISO/IEC 27001 GAP Analysis
- Production of an ISMS project implementation plan
- Production and implementation of policies, standards and procedures
- Security Awareness Training (SAT)
- Incident Management
- Business Continuity Management
- Definition of security metrics to measure the ISMS processes and controls
- Completion of ISMS documentation requirements
- Certification process

Audience

The Internal Auditor course will be of particular interest to:

- Staff tasked with the implementation and management of an ISO/IEC 27001:2005 Information Security Management System
- Information Security Consultants
Prerequisites

The course is designed for people who have a good understanding of ISO/IEC 27001:2005 and ISO 17799:2005 Information Security Management Systems, (attendance of Introduction to Information Security or the ISO/IEC 27001 Auditor/Lead Auditor course is recommended)

Examination Information

Exams are set on the last day of the course, (5th day)
Participants who successfully complete the course will be issued a BSI certificate.
ITIL® Foundation

Course Fact Sheet v1.3– ITIL®

This exciting and dynamic 3-day course introduces learners to the lifecycle of managing IT services to deliver to business expectations. As well as an engaging, case study based approach to learning the core disciplines of the ITIL best practice, this course also positions the student to successfully complete the associated exam, required for entry into the future ITIL intermediate level training courses.

The ITIL best practice is composed of five core disciplines:

• Service Strategy
• Service Design
• Service Transition
• Service Operations
• Continual Service Improvement

These disciplines represent a service life cycle framework that further enhances alignment to the business while demonstrating business value, ROI and enabling IT to solve specific operational needs.

Course runs 9:00 – 5:00 each day – online exam is scheduled on the last day
18 hours of personal study are required to be put in for Foundation course

Learning Objectives

At the end of this course, the learner will be able to:

• Identify the key principles and concepts of IT Service Management.
• Identify the benefits of implementing ITIL in an organization.
• Identify the Service Management processes and how they map to the Service Lifecycle.
• Identify the basic concepts and definitions related to the Service Lifecycle.
• Identify the activities and roles involved with the Service Lifecycle.
• Identify the relationship of each component of the Service Lifecycle and how they map to other components.
• Identify the factors that affect the effectiveness of the Service Lifecycle.

Audience

The ITIL Foundation course will be of particular interest to:

• IT Management, IT Support Staff, IT Consultants, Business Managers, Business Process Owners, IT Developers, Service Providers, System Integrators

Prerequisites

There are no formal prerequisites for this course, although a familiarity with IT service delivery will be beneficial.

Examination Information

The exam is a closed book, forty (40) multiple choice questions.
The pass score is 65% (26 out of 40 questions).
The exam lasts 60 minutes.
Sample exam paper will be given during the training
## Timetable

Please note that this schedule is a guide, deviations from this plan are possible.

<table>
<thead>
<tr>
<th>Day 1</th>
<th>Day 2</th>
<th>Day 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Management as a Practice</td>
<td>Day 1 Review</td>
<td>Day 2 Review</td>
</tr>
<tr>
<td>Service Lifecycle</td>
<td>Service Design (completion)</td>
<td>Continual Service Improvement</td>
</tr>
<tr>
<td>Service Strategy</td>
<td>Service Transition</td>
<td>Technology &amp; Architecture</td>
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<tr>
<td>Service Design</td>
<td>Service Operation</td>
<td>Exam Preparation &amp; Sample Exam</td>
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<tr>
<td>Homework – Review of Days Materials</td>
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<td>Exam</td>
</tr>
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</table>
ITIL® Expert Program Capability Track

Course Fact Sheet v1.2– ITIL®

16 Credits to ITIL Expert (4 each module) – 10 days classroom + 40 hours e-learning

Impetus Consulting introduces an accelerated program that takes you to ITIL Expert Certification using innovative learning methods and energized classroom sessions.

This intensive program allows practitioners to fast-track in achieving the highest level of ITIL Certification, ITIL Expert, via the Capability track. Four modules are covered; Planning, Protection & Optimization (PPO); Service Offerings and Agreements (SOA); Release, Control & Validation (RCV); and Operational Support & Analysis (OSA). Each module can also be taken individually for 2.5 days.

The combination of 40 hours instructor-supported e-learning and classroom course allows students to manage study time whilst reducing the number of classroom days to only 10 days.

Courseware is designed using an engaging, scenario-based approach to learning the core disciplines of ITIL best practices. Exams can be taken after the course at a convenient time after the course to allow additional study time.

Course runs 9:00 – 18:00 each day. Exams will be scheduled on demand.

Program Benefits

Accelerated path to Certification: The normal path to ITIL Expert requires many courses to be completed in 20 days. This Fast-Track Expert program is a definite path to Certification via a 10-day classroom program and 40 hours of self-paced e-learning (reduction of > 50% classroom time). Reduced travel, lodging and classroom days make this attractive.

Innovation in Design: Innovative use of e-learning for the theoretical components of the course allows you to study in your own time at your own pace.

Intense group interaction: Spending 10 intensive days in a classroom with a select group of peers results in vast knowledge and experience sharing, and forms the basis for long lasting relationships

Access to a select community: After completion of the program you gain access a select community of ITIL Experts, allowing you to join a continuous learning program

Learning Objectives

At the end of this course, the learner will gain competencies to:

- Learn the concepts of Service Management as a Practice
- Understand the Service Lifecycle at the core of ITIL
- Be confident in the general concepts, definitions, key principles and models of ITIL
- Understand how the Service Management processes and functions contribute to the Service Lifecycle and be able to explain the objectives, scope, concepts, activities, key metrics (KPI's), roles and challenges for all of the ITIL processes
- Learn how technology enables the Service Lifecycle and how other complimentary guidance align with ITIL
- Understand implementation considerations, technology and implementation requirements
• The activities, methods and functions used in each of the Lifecycle processes
• The application of the processes, activities and functions to achieve operational excellence
• How to measure performance
• The challenges, critical success factors and risks involved in implementing and improving service management

Prerequisites

ITIL Foundation certification or ITIL v2 Foundation plus ITIL V3 Foundation Bridge certifications

Students must complete the associated self-paced study course sections prior to attending the Capability classroom portion of these classes – completion will be verified via ITpreneurs LMS systems.

There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable.

Students should also complete a personal study for the complete set of courses by reviewing the course syllabi and the associated areas of the ITIL Service Management Practice core guidance, in particular the Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement publications, in preparation for the examinations.

Audience

This program will be of particular interest to:

IT professionals who could be IT managers or consultants looking to use the breadth of the ITIL framework and developing a proper understanding of the key functions and processes of ITIL

Professionals who would like to widen and deepen their knowledge, particularly those who are involved in executing and improving existing ITIL processes in an organization. For example: Process Manager, Process Consultant, IT Practitioners and Operational Staff

Examination Information

Each module course unit concludes with a closed book exam with eight (8) multiple-choice, scenario-based, gradient scored questions. Pass score is 28/40 or 70%. Exam duration is a maximum 90 minutes.

Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.

Timetable

<table>
<thead>
<tr>
<th>Stage 1</th>
<th>Self-Paced E-Learning</th>
<th>PPO 6 hours</th>
<th>SOA 6 hours</th>
<th>RCV 6 hours</th>
<th>OSA 6 hours</th>
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<tbody>
<tr>
<td>Stage 2</td>
<td>Interactive Classroom Sessions</td>
<td>PPO 2.5 days (20 hours)</td>
<td>SOA 2.5 days (20 hours)</td>
<td>RCV 2.5 days (20 hours)</td>
<td>OSA 2.5 days (20 hours)</td>
</tr>
<tr>
<td>Stage 3</td>
<td>Post-Study</td>
<td>PPO (4 hours)</td>
<td>SOA (4 hours)</td>
<td>RCV (4 hours)</td>
<td>OSA (4 hours)</td>
</tr>
<tr>
<td>Stage 4</td>
<td>Certification Exams</td>
<td>PPO</td>
<td>SOA</td>
<td>RCV</td>
<td>OSA</td>
</tr>
</tbody>
</table>
Stage 1 – Self-Paced E-Learning
24 hours of self-paced e-learning study, Modules PPO, OSA, RCV, and OSA. E-learning provides an intuitive and learner centric method to learn the key concepts and theory of ITIL V3. The Virtual Instructor is available for support via e-mail and scheduled telephone calls.

Stage 2 – Interactive Classroom Sessions
The students and the instructor will meet for a 10 days intensive training session. The emphasis will be on the practical application of the material through exercises, quizzes, assignment and group discussions.
- Intensive classroom training workshop where the Modules are covered.
- Exam preparation training is included in the classroom workshop

Stage 3 – Post-study
Additional e-learning material will guide students through the most important concepts of the modules. Students can take the time to review all the course materials and then organize the exams when they are ready

Stage 4 – Certification Exams
Students can take the exams at a time and location convenient to them; these can be organized by the students themselves.
ITIL® Planning, Protection and Optimization (PPO) Capability

Course Fact Sheet v1.2– ITIL®

4 Credits to ITIL Expert

This 5-day course immerses learners in the practical aspects of the ITIL Service Lifecycle and processes associated with the Planning Protection and Optimization of services and service delivery.

The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices throughout the Service Management Lifecycle.

This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Course runs 9:00AM – 5:00PM each day. Exam is scheduled from 1:00 – 2:30 on the last day.

Learning Objectives

Upon completion of this course and examination, the learner will gain competencies in:

- Understanding Service Management as a Practice and how the processes within Planning Protection and Optimization support the Service Lifecycle
- Knowing the important role of Planning Protection and Optimization in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes
- The activities, methods and functions used in each of the Planning Protection and Optimization processes
- The application of Planning Protection and Optimization processes, activities and functions to achieve operational excellence
- How to measure Planning Protection and Optimization performance
- The importance of IT Security and how it supports Planning Protection and Optimization
- Understanding technology and implementation requirements in support of Planning Protection and Optimization
- The challenges, critical success factors and risks related with Planning Protection and Optimization

Audience

This course will be of particular interest to:

- Individuals who have their ITIL Foundation Certificate (or the ITIL v2 Foundation + v3 Foundation Bridge certificate) who want to pursue the intermediate and advanced level ITIL certifications.
- Individuals who require a deeper understanding of the Planning Protection and Optimization processes and how these may be used and how these may be used to enhance the quality of IT service support within an organization, for example: operational staff involved in Capacity Management, Availability Management, IT Service Continuity Management, Information Security Management, Demand Management and Risk Management.
- IT professionals involved in IT Service Management implementation and improvement programs.
- A typical role includes (but is not restricted to): IT professionals, IT/business managers and IT/business process owners and IT practitioners.

**Prerequisites**

Hold an ITIL Foundation Certificate or ITIL v2 Foundation + v3 Foundation Bridge Certificate

It is recommended that candidates are familiar with the guidance detailed in the ITIL Service Lifecycle Practices core publications prior to attending training for this certification, in particular the Service Design publication.

It is recommended that students should complete at least 12 hours of personal study by reviewing the syllabus and the associated areas of the ITIL Service Management Practice core guidance, in particular Service Design publication in preparation for the examination.

The syllabus can be downloaded from the [Official ITIL Website](http://www.itil-officialsite.com/Qualifications/ITILV3QualificationScheme.asp)

**Examination Information**

The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions.

Exam duration is a maximum 90 minutes for all candidates in their respective language (candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)

Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distractor and achieves no marks.

*Pass score is 28/40 or 70%*

**Timetable**

Please note that this schedule is a guide, deviations from this plan are possible.

<table>
<thead>
<tr>
<th>Day 1</th>
<th>Day 2</th>
<th>Day 3</th>
<th>Day 4</th>
<th>Day 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>Availability Management</td>
<td>IT Service Continuity Management</td>
<td>Demand Management</td>
<td>Exam Prep</td>
</tr>
<tr>
<td>Capacity Management</td>
<td>IT Service Continuity Management</td>
<td>Information Security Management</td>
<td>Challenges, Critical Success Factors and Risks</td>
<td>Exam</td>
</tr>
<tr>
<td>Availability Management</td>
<td></td>
<td>Demand Management</td>
<td>Technology &amp; Implementation Considerations</td>
<td></td>
</tr>
</tbody>
</table>

Homework – Review of Days Materials
ITIL® Service Offerings & Agreements (SOA) Capability

Course Fact Sheet v1.2– ITIL®

4 Credits to ITIL Expert

This 5-day course immerses learners in the practical aspects of the ITIL® Service Lifecycle and processes associated with the Service Offerings and Agreements of services and service delivery. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment.

This training is intended to enable the holders of the certificate to apply the practices during the Service Management Lifecycle. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Course runs 9:00AM – 5:00PM each day. Exam is scheduled from 1:00 – 2:30 on the last day.

Learning Objectives

Upon completion of this course and examination, the learner will gain competencies in:

- Understanding Service Management as a Practice and how the processes within Service Offerings and Agreements support the Service Lifecycle
- Knowing the important role of Service Offerings and Agreements in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes
- The activities, methods and functions used in each of the Planning Protection and Optimization processes
- The activities, methods and functions used in each of the Service Offerings and Agreements processes
- The application of Service Offerings and Agreements processes, activities and functions to achieve operational excellence
- How to measure Service Offerings and Agreements performance
- The importance of IT Security and how it supports Service Offerings and Agreements
- Understanding technology and implementation requirements in support of Service Offerings and Agreements
- The challenges, critical success factors and risks related with Service Offerings and Agreements

Audience

The Service Offerings and Agreements Capability course will be of particular interest to:

- Individuals who have their ITIL Foundation Certificate (or the ITIL v2 Foundation + v3 Foundation Bridge certificate) who want to purse the intermediate and advanced level ITIL certifications.

- Individuals and / or operational staff who require a deep practical understanding of the Service Offerings and Agreements processes and how these may be used to enhance the quality of IT service support within an organization, for example: operational staff involved in Service Portfolio Management; Service Catalogue Management, Service Level Management, Demand Management, Supplier Management, Financial Management and Business Relationship Management

- IT professionals involved in IT Service Management implementation and improvement programs.
• A typical role includes (but is not restricted to): IT professionals, IT / business managers and IT / business process owners, IT practitioners.

Prerequisites

ITIL Foundation Certificate or ITIL v2 Foundation + v3 Foundation Bridge Certificate

It is strongly recommended that candidates read the ITIL Service Lifecycle core publications in advance of attending training.

It is recommended that students should complete at least 12 hours of personal study by reviewing the syllabus and the associated areas of the ITIL Service Management Practice core guidance, in particular Service Strategy, Service Design and Service Transition publications in preparation for the examination.

The syllabus can be downloaded from the Official ITIL Website (http://www.itil-officialsite.com/Qualifications/ITILV3QualificationScheme.asp)

Examination Information

The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions.

Exam duration is a maximum 90 minutes for all candidates in their respective language (candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)

Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.

Pass score is 28/40 or 70%

Timetable

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<tr>
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<th>Day 3</th>
<th>Day 4</th>
<th>Day 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>Service Level Management</td>
<td>IT Service Continuity Management</td>
<td>Financial Management</td>
<td>Technology &amp; Implementation Considerations</td>
</tr>
<tr>
<td>Service Portfolio Management</td>
<td>Supplier Management</td>
<td>Business Relationship Management</td>
<td>Exam Prep</td>
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<tr>
<td>Service Catalog Management</td>
<td></td>
<td>SOA Roles &amp; Responsibilities</td>
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<td>Exam</td>
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<tr>
<td></td>
<td>Financial Management</td>
<td>Technology &amp; Implementation Considerations</td>
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<tr>
<td>Homework – Review of Days Materials</td>
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</table>
ITIL® Release Control & Validation (RCV) Capability

Course Fact Sheet v1.2– ITIL®

4 Credits to ITIL Expert

This 4-day course immerses learners in the practical aspects of the ITIL® Service Lifecycle and processes associated with the Release, Control and Validation of services and service delivery.

The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices during the Service Management Lifecycle.

This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the learner to successfully complete the associated exam.

Course runs 9:00AM – 5:00PM each day. Exam is scheduled from 1:00 – 2:30 on the last day.

Learning Objectives

At the end of this course, the learner will gain competencies in:

- Understanding Service Management as a Practice and Service Transition principles, purpose and objective
- Knowing the important role of Release, Control and Validation in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes
- The activities, methods and functions used in each of the Release Control and Validation processes
- The application of Release Control and Validation processes, activities and functions to achieve and measure operational excellence and performance
- The importance of IT Security and how it supports Release Control and Validation
- Understanding technology and implementation requirements in support of Release Control and Validation
- The challenges, critical success factors and risks related with Release, Control and Validation

Audience

The Release, Control and Validation Capability course will be of particular interest to:

- Individuals who have their ITIL Foundation Certificate (or the ITIL v2 Foundation + v3 Foundation Bridge certificate) who want to pursue the intermediate and advanced level ITIL certifications
- Individuals and / or operational staff who require a comprehensive practical understanding of the Release, Control and Validation processes and how these may be used to enhance the quality of IT service support within an organization – for example: operational staff involved in Change Management, Release and Deployment Management, Service Validation and Testing, Service Asset and Configuration Management, Request Fulfillment, Service Evaluation and Knowledge Management.
- IT professionals involved in IT Service Management implementation and improvement programs.
- A typical role includes (but is not restricted to): IT professionals, IT / business managers and IT / business process owners, IT practitioners.
Prerequisites

ITIL Foundation Certificate or ITIL v2 Foundation + v3 Foundation Bridge Certificate

It is strongly recommended that candidates read the ITIL Service Lifecycle core publications in advance of attending training, and in particular the Service Transition and Service Operation books or key elements guide.

It is recommended that students should complete at least 12 hours of personal study by reviewing the syllabus and the associated areas of the ITIL Service Management Practice core guidance, in particular Service Strategy, Service Design and Service Transition publications in preparation for the examination.

The syllabus can be downloaded from the Official ITIL Website (http://www.itil-officialsite.com/Qualifications/ITILV3QualificationScheme.asp)

Examination Information

The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions.

Exam duration is a maximum 90 minutes for all candidates in their respective language (candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary).

Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.

Pass score is 28/40 or 70%

Timetable

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<table>
<thead>
<tr>
<th>Day 1</th>
<th>Day 2</th>
<th>Day 3</th>
<th>Day 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction &amp; Service Management as a practice</td>
<td>Service Asset &amp; Configuration Management</td>
<td>Service Validation &amp; Testing</td>
<td>Knowledge Management</td>
</tr>
<tr>
<td>Change Management</td>
<td>Release &amp; Deployment Management</td>
<td>Request Fulfillment</td>
<td>Technology &amp; Implementation considerations</td>
</tr>
<tr>
<td>Service Asset &amp; Configuration Management</td>
<td>Service Validation &amp; Testing</td>
<td>Service Evaluation</td>
<td>Exam Prep &amp; Exam</td>
</tr>
</tbody>
</table>

Homework – Review of Days Materials
ITIL® Operational Support & Analysis (OSA) Capability

Course Fact Sheet v1.2—ITIL®

4 Credits towards ITIL Expert

This 4-day course immerses learners in the practical aspects of the ITIL® Service Lifecycle and processes associated with the Operational Support and Analysis of services and service delivery.

The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices in resolution and support of the Service Management Lifecycle.

This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Course runs 9:00AM – 5:00PM each day. Exam is scheduled from 1:00 – 2:30 on the last day.

Learning Objectives

Upon completion of this course and examination, the learner will gain competencies in:

• Understanding Service Management as a Practice, Service Operation principles, purpose and objective
• Knowing the important role of Operational Support and Analysis in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes
• The activities, methods and functions used in each of the Operational Support and Analysis processes
• The application of Operational Support and Analysis processes, activities and functions to achieve operational excellence
• How to measure Operational Support and Analysis performance
• The importance of IT Security and how it supports Operational Support and Analysis
• Understanding technology and implementation requirements in support of Operational Support and Analysis
• The challenges, critical success factors and risks related with Operational Support and Analysis
• The challenges, critical success factors and risks related with Service Offerings and Agreements

Audience

This course will be of particular interest to:

• Individuals who have their ITIL Foundation Certificate (or the ITIL v2 Foundation + v3 Foundation Bridge certificate) who want to pursue the intermediate and advanced level ITIL certifications.

• Individuals and / or operational staff who require a comprehensive practical understanding of the Operational Support and Analysis processes and how these may be used to enhance the quality of IT service support within an organization, for example: operational staff involved in Event Management Process, Incident Management Process, Request Fulfillment Process, Problem Management Process, Access Management Process, Service Desk, Technical Management, IT Operations Management and Application Management

• IT professionals involved in IT Service Management implementation and improvement programs
• A typical role includes (but is not restricted to): IT professionals, IT / business managers and IT / business process owners, IT practitioners.

Prerequisites

ITIL Foundation Certificate or ITIL v2 Foundation + v3 Foundation Bridge Certificate

It is strongly recommended that candidates read the ITIL Service Lifecycle core publications in advance of attending training.

It is recommended that students should complete at least 12 hours of personal study by reviewing the syllabus and the associated areas of the ITIL Service Management Practice core guidance, in particular Service Strategy, Service Design and Service Transition publications in preparation for the examination.

The syllabus can be downloaded from the Official ITIL Website (http://www.itil-officialsite.com/Qualifications/ITILV3QualificationScheme.asp)

Examination Information

The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions.

Exam duration is a maximum 90 minutes for all candidates in their respective language (candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)

Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.

Pass score is 28/40 or 70%

Timetable

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<tbody>
<tr>
<td>Introduction &amp; Service Management as a Practice</td>
<td>Request Fulfillment</td>
<td>Service Desk</td>
<td>Exam Prep</td>
</tr>
<tr>
<td>Event Management</td>
<td>Problem Management</td>
<td>Functions</td>
<td>Exam</td>
</tr>
<tr>
<td>Incident Management</td>
<td>Access Management</td>
<td>Technology &amp; Implementation Considerations</td>
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</tbody>
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Homework – Review of Days Materials
ITIL® Expert Program Lifecycle Track

Course Fact Sheet v1.4– ITIL®
15 Credits to ITIL Expert
10 days classroom + up to 30 hours pre-course study

This intensive Program allows practitioners to Fast-Track in completing five ITIL Lifecycle modules; ITIL Service Strategy (SS), Service Design (SD), Service Transition (ST), Service Operation (SO), and Continual Service Improvement (CSI).

The combination of up to 30 hours recommended pre-course study and classroom course allows students to manage study time and reduce classroom days from 15 to only 10 days.

Courseware is designed using an engaging, scenario-based approach to learning the core disciplines of ITIL best practices. Exams can be taken after the course at a convenient time after the course to allow additional study time.

Courseware includes 1 (one) year online subscription to the official ITIL Core Books for all Lifecycle modules (SS, SD, ST, SO, and CSI).

Program Benefits

Accelerated path to Certification: The normal path to completing 5 Lifecycle modules requires all courses to be completed in 15 days. This Fast-Track Lifecycle Bootcamp is a definite path to Certification that presents you 15 credits to ITIL Expert after completing a 10-day classroom Bootcamp, up to 30 hours of recommended pre-course study and passing the Certification exams. Reduced travel, lodging and classroom days make this attractive.

Innovation in Design: Innovative use of pre-course study of the official ITIL Core Books for the theoretical components of the course allows you to study in your own time at your own pace.

Intense group interaction: Spending 10 intensive days in a classroom with a select group of peers results in vast knowledge and experience sharing, and forms the basis for long lasting relationships.

Learning Objectives

At the end of this course, the learner will gain competencies to:
- Learn the concepts of Service Management as a Practice
- Understand the Service Lifecycle at the core of ITIL
- Be confident in the general concepts, definitions, key principles and models of ITIL
- Understand how the Service Management processes and functions contribute to the Service Lifecycle and be able to explain the objectives, scope, concepts, activities, key metrics (KPI’s), roles and challenges for all of the ITIL processes
- Learn how technology enables the Service Lifecycle and how other complimentary guidance align with ITIL
- Understand implementation considerations, technology and implementation requirements
- The activities, methods and functions used in each of the Lifecycle processes
- The application of the processes, activities and functions to achieve operational excellence
- How to measure performance
- The challenges, critical success factors and risks involved in implementing and improving service management
Prerequisites

ITIL Foundation certification.

Students must complete the associated self-paced study prior to attending the classroom portion of the course.

There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable.

Students should also complete a personal study for the complete set of courses by reviewing the course syllabi and the associated areas of the ITIL Service Management Practice core guidance, in particular the Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement publications, in preparation for the examinations.

Audience

This program will be of particular interest to:

- IT professionals who could be IT managers or consultants looking to use the breadth of the ITIL framework and developing a proper understanding of the key functions and processes of ITIL.
- Professionals who would like to widen and deepen their knowledge, particularly those who are ambitious to grow into managerial oriented positions. Example: IT Manager, Process Owner, ITSM Implementer, ITIL Consultants.

Examination Information

Exam vouchers will be issued upon completion of the Bootcamp. The vouchers will allow learners to book exams after the Bootcamp at a time and location convenient to them with their own Proctor.

Each exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions. Duration is 90 minutes.

Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.

Course Structure

Stage 1 – Recommended pre-course study
Self-paced pre-course study covering 5 Lifecycle modules SS, SD, ST, SO, and CSI based on the official ITIL core books.

Stage 2 – Interactive Classroom Sessions
The students and the instructor will meet for a 10 days intensive training session. The emphasis will be on the practical application of the material through exercises, quizzes, assignment and group discussions.
- Intensive classroom training workshop where the Modules are covered.
- Exam preparation training is included in the classroom workshop

Stage 3 – Post-study
Students can take the time to review all the course materials and then organize the exams when they are ready.

Stage 4 – Certification Exams
Exams will be issued as vouchers. Students can take the exams at a time and location convenient to them; these can be organized by the students themselves
ITIL® Service Strategy (SS) Lifecycle

Course Fact Sheet v1.4– ITIL®
3 Credits to ITIL Expert
2 days Classroom and up to 6 hours pre-course study

Impetus Consulting introduces an accelerated program that takes you to ITIL Service Strategy Certification using innovative learning methods and energized classroom sessions.

The combination of recommended pre-course preparatory work that refers to the official ITIL Core Books and classroom course allow students to manage study time whilst reducing the number of classroom days.

This course immerses learners in the overall concepts, processes, policies and methods associated with the Service Strategy phase of the Service Lifecycle.

The course covers the management and control of the activities and techniques within the Service Strategy stage, but not the detail of each of the supporting processes.

Courseware is designed using an engaging, scenario-based approach to learning the core disciplines of ITIL best practices. Exams can be taken at a convenient time after the course to allow additional study time.

Courseware includes 1 (one) year online subscription to the official ITIL Service Strategy Core Book.

Program Benefits

Accelerated path to Certification: The normal path to ITIL Service Strategy requires 3 days classroom. This fast-track program is a definite path to Certification that presents you the ITIL Service Strategy Certificate after completing a 2 days classroom course and up to 6 hours of recommended pre-course study and passing the Certification exam. Reduced travel, lodging and classroom days make this attractive.

Innovation in Design: Innovative use of pre-course study of the official ITIL Core books for the theoretical components of the course allows you to study in your own time at your own pace.

Learning Objectives

Upon completion of this course and examination, the learner will gain competencies in:

- Understanding Service Management as a Practice and Service Strategy principles, purpose and objective
- Understanding how all Service Strategy processes interact with other Service Lifecycle processes
- The activities, methods and functions used in each of the Service Strategy processes
- The roles and responsibilities within Service Strategy and the activities and functions to achieve operational excellence
- How to measure Service Strategy performance
- Understanding technology and implementation requirements in support of Service Strategy
- The challenges, critical success factors and risks related with Service Strategy

Audience

This course will be of particular interest to:

- Individuals who have their ITIL Foundation Certificate who want to pursue the intermediate and advanced level ITIL certifications.
• Individuals who require a deeper understanding of the Service Strategy stage of the Service Lifecycle and how activities in this Lifecycle stage may be implemented to enhance the quality of IT service management within an organization

• IT professionals working in roles associated with strategic planning, execution and control within a service-based business model, seeking an understanding of the concepts, processes, functions and activities involved in Service Strategy

• Individuals seeking the ITIL Expert certification in IT Service Management for which this qualification is one of the prerequisite modules

• Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite

• A typical role includes (but is not restricted to): CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, service test managers and ITSM trainers involved in the management, coordination and integration of strategy activities within the Service Lifecycle.

Prerequisites

Hold an ITIL Foundation Certificate.

Students must complete the associated self-paced study course sections prior to attending the classroom portion of the course.

It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and the Service Strategy book in preparation for the examination.

Examination Information

An exam voucher will be issued upon completion of the course. This will allow learners to book exams after the course at a time and location convenient to them with their own Proctor.

The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions. Exam duration is 90 minutes.

Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.

Pass score is 28/40 or 70%
ITIL® Service Design (SD) Lifecycle

Course Fact Sheet v1.4– ITIL®
3 Credits to ITIL Expert
2 days Classroom and up to 6 hours pre-course study

Impetus Consulting introduces an accelerated program that takes you to ITIL Service Design Certification using innovative learning methods and energized classroom sessions.

The combination of recommended pre-course preparatory work that refers to the official ITIL Core Books and classroom course allows students to manage study time whilst reducing the number of classroom days.

This course immerses learners in the overall concepts, processes, policies and methods associated with the Service Design phase of the Service Lifecycle.

The course covers the management and control of the activities and techniques within the Service Design stage, but not the detail of each of the supporting processes.

Courseware is designed using an engaging, scenario-based approach to learning the core disciplines of ITIL best practices. Exams can be taken at a convenient time after the course to allow additional study time.

Courseware includes 1 (one) year online subscription to the official ITIL Service Design Core Book.

Program Benefits

Accelerated path to Certification: The normal path to ITIL Service Design requires 3 days classroom. This fast-track program is a definite path to Certification that presents you the ITIL Service Design Certificate after completing a 2 days classroom course and up to 6 hours of recommended pre-course study and passing the Certification exam. Reduced travel, lodging and classroom days make this attractive.

Innovation in Design: Innovative use of pre-course study of the official ITIL Core books for the theoretical components of the course allows you to study in your own time at your own pace.

Learning Objectives

Upon completion of this course and examination, the learner will gain competencies in:

- Understanding Service Management as a Practice and Service Design principles, purpose and objective
- Understanding how all Service Design processes interact with other Service Lifecycle processes
- The sub-processes, activities, methods and functions used in each of the Service Design processes
- The roles and responsibilities within Service Design and the activities and functions to achieve operational excellence
- How to measure Service Design performance
- Understanding technology and implementation requirements in support of Service Design
- The challenges, critical success factors and risks related with Service Design

Audience

This course will be of particular interest to:

- Individuals who have their ITIL Foundation Certificate who want to pursue the intermediate and advanced level ITIL certifications.
Individuals who require a deeper understanding of the Service Design stage of the Service Lifecycle and how activities in this Lifecycle stage may be implemented to enhance the quality of IT service management within an organization.

IT professionals working in or new to a Service Design environment who require and understanding of the concepts, processes, functions and activities involved.

Individuals seeking the ITIL Expert certification in IT Service Management for which this qualification is one of the prerequisite modules.

Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite.

A typical role includes (but is not restricted to): CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, service test managers and ITSM trainers involved in the management, coordination and integration of design activities within the Service Lifecycle.

**Prerequisites**

<table>
<thead>
<tr>
<th>Hold an ITIL Foundation Certificate.</th>
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<tbody>
<tr>
<td>Students must complete the associated self-paced study course sections prior to attending the classroom portion of the course.</td>
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<tr>
<td>It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and the Service Design book in preparation for the examination.</td>
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**Examination Information**

An exam voucher will be issued upon completion of the course. This will allow learners to book exams after the course at a time and location convenient to them with their own Proctor.

The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions. Exam duration is 90 minutes.

Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.

*Pass score is 28/40 or 70%*
ITIL® Service Transition (ST) Lifecycle

Course Fact Sheet v1.4– ITIL®
3 Credits to ITIL Expert
2 days Classroom and up to 6 hours pre-course study

Impetus Consulting introduces an accelerated program that takes you to ITIL Service Transition Certification using innovative learning methods and energized classroom sessions.

The combination of recommended pre-course preparatory work that refers to the official ITIL Core Books and classroom course allows students to manage study time whilst reducing the number of classroom days.

This course immerses learners in the overall concepts, processes, policies and methods associated with the Service Transition phase of the Service Lifecycle.

The course covers the management and control of the activities and techniques within the Service Transition stage, but not the detail of each of the supporting processes.

Courseware is designed using an engaging, scenario-based approach to learning the core disciplines of ITIL best practices. Exams can be taken at a convenient time after the course to allow additional study time. Courseware includes 1 (one) year online subscription to the official ITIL Service Transition Core Book.

Program Benefits

Accelerated path to Certification: The normal path to ITIL Service Transition requires 3 days classroom. This fast-track program is a definite path to Certification that presents you the ITIL Service Transition Certificate after completing a 2 days classroom course and up to 6 hours of recommended pre-course study and passing the Certification exam. Reduced travel, lodging and classroom days make this attractive.

Innovation in Design: Innovative use of pre-course study of the official ITIL Core books for the theoretical components of the course allows you to study in your own time at your own pace.

Learning Objectives

Upon completion of this course and examination, the learner will gain competencies in:

- Understanding Service Management as a Practice and Service Transition principles, purpose and objective
- Understanding how all Service Transition processes interact with other Service Lifecycle processes
- The sub-processes, activities, methods and functions used in each of the Service Transition processes
- The roles and responsibilities within Service Transition and the activities and functions to achieve operational excellence
- How to measure Service Transition performance
- Understanding technology and implementation requirements in support of Service Transition
- The challenges, critical success factors and risks related with Service Transition

Audience

This course will be of particular interest to:

- Individuals who have their ITIL Foundation Certificate and want to pursue the intermediate and advanced level ITIL certifications.
• Individuals who require understanding of the ITIL Service Transition phase of the ITIL core lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization.

• IT professionals working in or new to a Service Transition environment and requiring a detailed understanding of the concepts, processes, functions and activities involved.

• Individuals seeking the ITIL Expert certification in IT Service Management for which this qualification is one of the prerequisite modules.

• Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite.

• A typical role includes (but is not restricted to): CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, service test managers and ITSM trainers.

Prerequisites

Hold an ITIL Foundation Certificate.

Students must complete the associated self-paced study course sections prior to attending the classroom portion of the course.

It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and the Service Transition book in preparation for the examination.

Examination Information

An exam voucher will be issued upon completion of the course. This will allow learners to book exams after the course at a time and location convenient to them with their own Proctor.

The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions. Exam duration is 90 minutes.

Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.

Pass score is 28/40 or 70%
ITIL® Service Operation (SO) Lifecycle

Course Fact Sheet v1.4– ITIL®
3 Credits to ITIL Expert
2 days Classroom and up to 6 hours pre-course study

Impetus Consulting introduces an accelerated program that takes you to ITIL Service Operation Certification using innovative learning methods and energized classroom sessions.

The combination of recommended pre-course preparatory work that refers to the official ITIL Core Books and classroom course allows students to manage study time whilst reducing the number of classroom days.

This course immerses learners in the overall concepts, processes, policies and methods associated with the Service Operation phase of the Service Lifecycle.

The course covers the management and control of the activities and techniques within the Service Operation stage, but not the detail of each of the supporting processes.

Courseware is designed using an engaging, scenario-based approach to learning the core disciplines of ITIL best practices. Exams can be taken at a convenient time after the course to allow additional study time.

Courseware includes 1 (one) year online subscription to the official ITIL Service Operation Core Book.

Program Benefits

Accelerated path to Certification: The normal path to ITIL Service Operation requires 3 days classroom. This fast-track program is a definite path to Certification that presents you the ITIL Service Operation Certificate after completing a 2 days classroom course and up to 6 hours of recommended pre-course study and passing the Certification exam. Reduced travel, lodging and classroom days make this attractive.

Innovation in Design: Innovative use of pre-course study of the official ITIL Core books for the theoretical components of the course allows you to study in your own time at your own pace.

Learning Objectives

Upon completion of this course and examination, the learner will gain competencies in:

- Understanding Service Management as a Practice and Service Operation principles, purpose and objective
- Understanding how all Service Operation processes interact with other Service Lifecycle processes
- The sub-processes, activities, methods and functions used in each of the Service Operation processes
- The roles and responsibilities within Service Operation and the activities and functions to achieve operational excellence
- How to measure Service Operation performance
- Understanding technology and implementation requirements in support of Service Operation
- The challenges, critical success factors and risks related with Service Operation

Audience

This course will be of particular interest to:

- Individuals who have their ITIL Foundation Certificate and want to pursue the intermediate and advanced level ITIL certifications.
• Individuals who require understanding of the ITIL Service Operation phase of the ITIL core lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization.

• IT professionals working in or new to a Service Operation environment and requiring a detailed understanding of the concepts, processes, functions and activities involved.

• Individuals seeking the ITIL Expert certification in IT Service Management for which this qualification is one of the prerequisite modules

• Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite

• A typical role includes (but is not restricted to): CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers and ITSM trainers involved in the ongoing management, coordination and integration of operation activities within the Service Lifecycle.

Prerequisites

Hold an ITIL Foundation Certificate

Students must complete the associated self-paced study course sections prior to attending the classroom portion of the course.

It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and the Service Operation book in preparation for the examination.

Examination Information

An exam voucher will be issued upon completion of the course. This will allow learners to book exams after the course at a time and location convenient to them with their own Proctor.

The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions. Exam duration is 90 minutes.

Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.

Pass score is 28/40 or 70%
ITIL® Continual Service Improvement (CSI) Lifecycle

Course Fact Sheet v1.4– ITIL®
3 Credits to ITIL Expert
2 days Classroom and up to 6 hours pre-course study

Impetus Consulting introduces an accelerated program that takes you to ITIL Continual Service Improvement Certification using innovative learning methods and energized classroom sessions.

The combination of recommended pre-course preparatory work which refers to the official ITIL Core Books and classroom course allows students to manage study time whilst reducing the number of classroom days.

This course immerses learners in the overall concepts, processes, policies and methods associated with the Continual Service Improvement (CSI) phase of the Service Lifecycle.

The course covers the management and control of the activities and techniques within the CSI stage, but not the detail of each of the supporting processes.

Courseware is designed using an engaging, scenario-based approach to learning the core disciplines of ITIL best practices. Exams can be taken at a convenient time after the course to allow additional study time.

Courseware includes 1 (one) year online subscription to the official ITIL Continual Service Improvement Core Book.

Program Benefits
Accelerated path to Certification: The normal path to ITIL Continual Service Improvement requires 3 days classroom. This fast-track program is a definite path to Certification that presents you the ITIL Continual Service Improvement Certificate after completing a 2 days classroom course and up to 6 hours of pre-course study and passing the Certification exam. Reduced travel, lodging and classroom days make this attractive.

Innovation in Design: Innovative use of pre-course study of the official ITIL Core Books for the theoretical components of the course allows you to study in your own time at your own pace.

Learning Objectives
Upon completion of this course and examination, the learner will gain competencies in:
• Understanding Service Management as a Practice and CSI principles, purpose and objective
• Understanding how all CSI processes interact with other Service Lifecycle processes
• The sub-processes, activities, methods and functions used in each of the CSI processes
• The roles and responsibilities within CSI and the activities and functions to achieve operational excellence
• How to measure CSI performance
• Understanding technology and implementation requirements in support of CSI
• The challenges, critical success factors and risks related with CSI

Audience
The CSI Lifecycle course will be of particular interest to:
• Individuals who have their ITIL Foundation Certificate and want to pursue the intermediate and advanced level ITIL certifications.
• Individuals who require a deeper understanding of the CSI stage of the Service Lifecycle and how activities in this Lifecycle stage may be implemented to enhance the quality of IT service management within an organization.

• IT professionals working in or new to a CSI environment that requires an understanding of the concepts, processes, functions and activities involved.

• Individuals seeking the ITIL Expert certification in IT Service Management for which this qualification is one of the prerequisite modules.

• Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite.

• A typical role includes (but is not restricted to): CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, service test managers and ITSM trainers.

**Prerequisites**

Hold an ITIL Foundation Certificate.

Students must complete the associated self-paced study course sections prior to attending the classroom portion of the course.

It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and the CSI book in preparation for the examination.

**Examination Information**

An exam voucher will be issued upon completion of the course. This will allow learners to book exams after the course at a time and location convenient to them with their own Proctor.

The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions. Exam duration is 90 minutes.

Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.

*Pass score is 28/40 or 70%*
ITIL® Managing Across the Lifecycle (MALC)

5 credits towards ITIL Expert

ITIL MALC is the final component that leads to the ITIL Expert in IT Service Management qualification.

This workshop-based course builds on the knowledge and experience that learners obtained in the Intermediate courses. Learners are required to apply this knowledge, as well as the experience they have obtained performing service management functions.

This program will test your readiness to become an ITIL Expert, and will guide you through the process to make sure you understand your growth areas, as well as the areas in which you excel.

Course runs 09:00 – 5:00 each day

Learning Objectives

Upon successful completion of the education and examination components related to this qualification, candidates can expect to gain competencies in the following:

- Key concepts of the service lifecycle
- Communication and stakeholder management
- Integrating service management processes across the service lifecycle
- Managing services across the service lifecycle
- Understanding organizational challenges
- Governance and organization
- Measurement
- Implementing and improving service management capability
- Preparing for APMG MALC examination, including mock examination opportunity

Audience

The Managing Across the Lifecycle course will be of interest to:

- Chief Information Officers
- Senior IT Managers
- IT Managers
- Supervisors
- IT Professionals
- IT Operations Practitioners
- IT Development Practitioners
- Individuals who require a business and management level understanding of the ITIL service lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization.
- Individuals seeking the ITIL Expert in IT Service Management certificate, for which this qualification is the final mandatory module.
- Individuals seeking progress towards the ITIL Master in IT Service Management, for which the ITIL Expert in IT Service Management certificate is a prerequisite.

Prerequisites

Candidates for this course must:
Hold the ITIL Foundation Certificate in IT Service Management and have obtained a further 15 credits (a total of at least 17 credits) as a minimum from a balanced selection of ITIL Service Lifecycle or Service Capability qualifications.
It is recommended that learners complete at least 28 hours of personal study by reviewing the syllabus and the core ITIL publications in preparation for the examination. The syllabus can be downloaded from http://www.itilofficialsite.com/

Examination Information

The exam is a closed book exam with ten (10) multiple choice, gradient scored questions that are based on a single case study. The case study is the same as provided with the mock exam in the training course. Candidates are expected to have thoroughly reviewed the case study prior to taking the exam.

Exam duration is a maximum 120 minutes for all candidates in their respective language. Note: Candidates taking the examination in a language other than their first language, and/or living in a country where the language of the exam is not a business language in the country can have a maximum of 150 minutes and are allowed to use a dictionary.

Each question will have four possible answer options: one, which is worth 5 marks, one worth 3 marks, one worth 1 mark, and one which is a distracter and achieves no marks.

Pass score is 35/50 or 70%.

The exam is delivered as a supervised exam; a registered proctor oversees secure exam delivery.

Timetable

Please note that this schedule is a guide, deviations from this plan are possible.

<table>
<thead>
<tr>
<th>Day 1</th>
<th>Day 2</th>
<th>Day 3</th>
<th>Day 4</th>
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<tbody>
<tr>
<td>Introduction Managing Service Across Lifecycle</td>
<td>Organizational Challenges, Critical Success Factors &amp; Risks</td>
<td>ITSM Implementation Plan</td>
<td>Managing Strategic Change</td>
</tr>
<tr>
<td>Strategic Assessment</td>
<td>Briefing, Assignment, Feedback</td>
<td>Business Case</td>
<td>Briefing, Assignment, Feedback</td>
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<tr>
<td>Briefing, Assignment, Feedback</td>
<td>Briefing, Assignment, Feedback</td>
<td>Briefing, Assignment, Feedback</td>
<td>Case Study Discussion, Exam Preparation</td>
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<tr>
<td>Homework (Review of Day’s Materials)</td>
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Kepner-Tregoe® Foundation

Course Fact Sheet v1.1– KEPNER-TREGOE®

16 PDU's, 16.5 CPE Points

The 2-day Kepner-Tregoe Foundation course introduces a systematic process of problem solving when responding to incidents and problems. The course is designed for individuals who work in trouble shooting environments. This allows them to deliver a high level of quality and consistency in customer support. The course equips participants with the terminology, structure and basic concepts of Kepner-Tregoe’s problem management and incident management techniques, such as Situation Appraisal, Problem Analysis, Decision Analysis and Potential Problem Analysis. During the Foundation course, participants will receive the proper training and guidance to optimally prepare them to take and pass the Kepner-Tregoe Foundation examination.

The Kepner-Tregoe Foundation course is beneficial for individuals who want to be trained and certificed in a best practice that is recommended for problem analysis (Kepner-Tregoe is referenced as a best practice in the official ITIL® Service Operation publication).

Founded in 1958, the Princeton, New Jersey-based Kepner-Tregoe is the international leader in developing critical thinking skills. Kepner-Tregoe is a global leader in improving business performance through proprietary organizational transformation and troubleshooting methodologies. This proven methodology has been used to maximize service performance at global organizations, such as NASA, IBM, Sun Microsystems, RIM and Siemens.

Course runs 9:00 – 5:00 each day

Course Structure

Introduction to the Kepner-Tregoe rational process: Situation Appraisal, Problem Analysis, Decision Analysis and Potential Problem Analysis.

- Situation Appraisal: The definition of an incident and a concern. How to “List Threats and Opportunities”, “Separate and Clarify”, “Set Priority”, “Plan Next Steps” and the role of questioning in “Situation Appraisal”.
- Problem Analysis: The Kepner-Tregoe definition of a problem. How to “Describe Problem”, “Identify Possible Causes”, “Evaluate Possible Causes”, “Confirm True Cause”, explain the role of questioning in “Problem Analysis”.
- Decision Analysis: The definition of a decision. How to “Clarify Purpose”, “Identify Alternatives”, “Evaluate Alternatives”, “Make Decision”. The role of questioning in “Decision Analysis”. How to effectively “Present Recommendations” and “Assess Recommendations”.

Learning Objectives

Other core benefits of the Kepner-Tregoe Foundation course include:

- Establish a common troubleshooting language that ensures consistency in customer support in a Service Management environment.
- Introduce structured, critical thinking techniques to analyze problems, make decisions and proactively avoid problems.
- Use a systematic approach independent of technical expertise.
Audience

The Kepner-Tregoe Foundation course will be of interest to individuals who:

- Would like the official Kepner-Tregoe Certificate, issued by Kepner-Tregoe
- Plan to attend the (2-day) Kepner-Tregoe Advanced Workshop in order to learn to implement the concepts learned in the Foundation course.
- Would like to improve their Incident Management and Problem Management techniques
- Typical roles are (but not limited to): Roles that provide first-line support, including service-desk staff, Analysts, Problem Managers, Incident Managers, Auditors, Quality Managers, Operators, Technicians and Engineers

Prerequisites

There are no prerequisites to attend this course.

Examination Information

The Kepner-Tregoe Foundation Exam is an online exam, and can be offered at the end of the second day of the training course. The exam can also be taken by the candidate at another convenient date and time. This will require that the candidate selects and registers a proctor who will supervise the exam delivery.

In order for participants to be eligible to take the Kepner-Tregoe Foundation Exam, they have to participate in an accredited Kepner-Tregoe Foundation training course for 2 days.

The 40-question, multiple-choice exam is a closed-book exam, taken online, that will test your understanding of the contents of the Kepner-Tregoe Foundation course syllabus.

Exam duration is a maximum of 60 minutes for all candidates.

Pass score is 26/40 (or 65%). No negative marking.
Management of Risk (M_o_R®) Foundation & Practitioner

Course Fact Sheet v1.1-- M_o_R®

5 days course

The M_o_R guide is intended to help organizations put an effective framework in place for taking informed decisions about the risks that affect their performance objectives across all organizational activities, whether these be strategic, programme, project or operational.

A major factor influencing the drive towards more formalized approaches to risk management has been the increased focus given to corporate governance in both the UK and the US, following high-profile collapses of companies such as Bank of Credit and Commerce International, the Maxwell Communication Corporation plc, Enron and WorldCom.

This is a 5-day course, including the Foundation and Practitioner examinations. Course runs 9:00 – 17:00 each day

Course Content

M_o_R is a classroom-based course, delivered over 5 days, and covering the M_o_R framework which is based on 4 core concepts:

**M_o_R Principles.** These are essential for the development of good risk management practice. They are all derived from corporate governance principles in the recognition that risk management is a subset of an organisation’s internal controls.

**M_o_R Approach.** The principles need to be adapted and adopted to suit each individual organisation. Accordingly, an organisation’s approach to the principles needs to be agreed and defined within a Risk Management Policy, Process Guide and Strategies and supported by the use of Risk Registers and Issue Logs.

**M_o_R Processes.** There are four main process steps, which describe the inputs, outputs and activities involved in ensuring that risks are identified, assessed and controlled.

**Embedding and Reviewing M_o_R.** Having put in place the principles, approach and processes, an organisation needs to ensure that they are consistently applied across the organisation and that their application undergoes continual improvement in order for them to be effective.

Benefits

The main benefits of M_o_R Management of Risk are:

- Better service delivery
- Reduction in management time spent fire fighting
- Increased likelihood of change initiatives being achieved
- More focus internally on doing the right things properly
- Better basis for strategy setting
- Achievement of competitive advantage
- Fewer sudden shocks and unwelcome surprises
- More efficient use of resources
- Reduced waste and fraud and better value for money
- Improved innovation
Prerequisites

No pre-requisites. Delegates should complete the pre-course work before attending the training.

Audience

The M_o_R course will be of particular interest to:

- **From a strategic perspective** – the Accounting Officer (public sector) or CEO (private sector), the Executive Management Team and the Head(s) of the Audit and/or Risk Committees.

- **From a programme perspective** – the Sponsoring Group, Programme Board, Senior Responsible Owner (SRO), Programme Manager and Business Change Managers (BCMs).

- **From a project perspective** – the Project Board, Project Sponsor (or SRO or Executive) and Project Manager.

- **From an operational perspective** – Operational Directors/Heads of Operations and Operational Managers.

Exams

There are 2 examinations on the course:

- Foundation: A multiple-choice paper containing 45 questions to be answered in 45 minutes. This is a closed-book examination.

- Practitioner: A case study question to test comprehension of the method, to be answered in 3 hours. Paper-based reference material can be used during this exam. Pre-reading material is issued just before the exam, and candidates are given an additional 30 minutes reading time before the paper begins.

Candidates must pass the Foundation Exam before the Practitioner Exam, either on the same day or separately. If a candidate has previously passed the Foundation Exam, they qualify to sit the Practitioner Exam without needing to re-sit the Foundation.
Managing Successful Programmes (MSP®) Foundation & Practitioner

Course Fact Sheet v1.2– MSP®

5 days course

MSP is an internationally recognized best practice programme management method that can be tailored to suit any type of working culture and any size or type of programme. Launched in 1999 and currently on its 3rd refresh, MSP is a mature method and has been used successfully around the world.

This course includes an in-depth study of the MSP method, as well as the highly-valued Foundation and Practitioner certification exams.

Benefits of attending include; career boost, ability to define strategic roadmaps, and share a common language with other Programme Managers.

Course runs 9:00 – 17:00 each day

MSP (Managing Successful Programmes) is a structured framework for defining and managing complex change. MSP provides an approach to managing the needs and expectations of diverse stakeholder groups, by focusing on **benefits**. A profile of interlinked projects can then be run to deliver tactical and operational changes.

Adoption of MSP is accelerating across both public and private sectors because it leads to more effective, results focused management of change.

**Learning Objectives**

In this course you will achieve a detailed and practical understanding of MSP. You will be able to work as part of an MSP Team in programmes of all sizes and types.

You will learn to manage uncertainty with confidence, manage conflicting expectations, and manage complex change.

You will have the opportunity to discuss tailoring with an expert, learn to define the right projects, control without bureaucracy, master the MSP method and sit the MSP exams.

**Prerequisites**

Delegates will have completed the pre-course work required. Some experience in a programme management environment is useful and knowledge of Prince2 is helpful, but not a must.

**Course Contents**

- **The Governance Themes**

- **The Transformational Flow**
  - Identifying a Programme, Defining a Programme, Managing the Tranches, Delivering the Capability, Realising Benefits, Closing a Programme

- **Extensive Case Study & Discussion of your own Programme**
Course Structure

Preparation
Impetus Consulting provides the official MSP manual, along with full pre-course reading list, and a CD with practice Foundation questions. Experience has shown that proper preparation enhances the chance of exam success so emphasis is placed on this important pre course work.

Days 1-4
This part of the course builds on the preparatory work and provides a thorough grounding in the MSP methodology. Through a series of presentations, exercises and group work, delegates gain an in-depth knowledge of MSP and prepare for both Foundation and Practitioner exams. At the end of Day 4 delegates sit the official MSP Foundation exam. Foundation exam result will be available immediately.

Day 5
Building on success in the Foundation exam on day 4; day 5 is devoted to Practitioner exam. The course closes in the afternoon of day 5 and Practitioner results will be available within 4-6 weeks after the exam.
PMP® Exam Preparation

Course Fact Sheet v1.2– PMP®

4 days course - 35 PDU's

This 4 days PMP Exam Preparation course covers the full track of project management skills needed to manage projects successfully, based on the Project Management Institute (PMI) PMBOK 4th Edition standards. The course materials are very comprehensive and recorded for the highest passing rate. The training and training material are certified by PMI. Each attendee will receive 35 PDUs required to take the PMP exam.

The Project Management Professional (PMP) credential is the most important industry-recognized certification for project managers. It demonstrates to peers and employers that you have the experience, education and competence to successfully lead and direct projects.

Course runs 9:00 – 6:30 each day

Course Material

The course material is one of the best quality in the global market, provided by Velociteach, a leading PMI REP in the world known for their excellent rate of passing the PMP exam from the first time. The course materials include:

- Course workbook
- A copy of Velociteach exclusive PMP Exam prep book
- 6 months access to InSite, Velociteach's proprietary online study aid with unlimited practice tests
- Study Flash Cards - designed to help students learn and retain key exam points, formulas, and definitions
- Quick Reference Guide - a convenient tri-fold document containing all the most important exam content
- Conversations on the PMP Exam - a 5-disc CD set of roundtable discussions about PMP Exam strategies and PM best practices

Learning Objectives

The objective is to learn the standards, processes, and tools of an industry-recognized methodology provided by PMI, which will enable you to improve your project management skills with a touch of real life practical experience.
Prerequisites

To benefit from this course, you need to have either:

- A four-year degree (Bachelor's or the global equivalent) and at least three years of project management experience, with 4,500 hours leading and directing projects and 35 hours of project management education.

- A secondary diploma (high school or the global equivalent) with at least five years of project management experience, with 7,500 hours leading and directing projects and 35 hours of project management education.

Examination Information

PMP Exam

- The exam is in multiple-choice format, with 200 questions.
- Out of the 200 questions, consisting of 175 scored plus 25 non-scored questions which will not be counted in the final exam score.
- You need to correctly answer 61% of the scored 175 questions.

For more details about the exam, please refer to the latest PMP Handbook (http://www.pmi.org/Certification/~/media/PDF/Certifications/pdc_pmphandbook.ashx)

Timetable

The course is divided into 17 modules scheduled over 4 days:

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PRINCE2® Foundation and Practitioner

Course Fact Sheet v1.4– PRINCE2®

5 days course

The 5 day PRINCE2 Foundation and Practitioner course provides a detailed knowledge of PRINCE2 and the ability to apply the method in different circumstances.

PRINCE2 is a valuable qualification but not without effort! The course is likely to be seen as intensive and some evening work will be required. By the end of the course, you will be fully prepared for the requirements of the official PRINCE2 Foundation and Practitioner Exams, included in the course.

Course runs 9:00 – 5:00 each day

Course Structure

This course is organized in three parts:

Preparation

Impetus Consulting provides the official PRINCE2 manual, “Managing Successful Projects with PRINCE2” along with full pre-course reading lists, practice questions and support. Experience has shown that proper preparation enhances the chance of exam success so emphasis is placed on this important pre course work. Your tutor is available by email to provide support, guidance and extra resources, if required.

Days 1-3

This part of the course builds on the preparatory work and provides a thorough grounding in the PRINCE2 methodology. Through a series of presentations, exercises and group work, delegates gain an in-depth knowledge of PRINCE2. At the end of Day 3 delegates sit the official PRINCE2 Foundation exam. Exams are marked immediately and results communicated to all delegates.

Days 4-5

Building on success in the Foundation exam, Day 4 is devoted to Practitioner exam preparation. During the day, the course covers exam tips and technique and practices typical exam questions using realistic scenarios. Day 5 begins with a revision session and then the official PRINCE2 Practitioner exam. The course closes in the early afternoon of Day 5 and Practitioner results are available within 4-6 weeks of the exam.

Learning Objectives

In this course you will achieve a detailed and practical understanding of the Projects In Controlled Environments (PRINCE) project management method. You will be able to work as a part of a PRINCE2 Project team in projects of all sizes and types.

Prerequisites

Delegates will have completed the pre-course reading required. Some experience in a project management environment is useful.
Examination Information

**PRINCE2 Foundation Exam**
- The exam is in multiple-choice format, with 75 questions per paper.
- Five questions are marked as trial and not counted in the score.
- You require 35 marks (out of 70) to pass - 50%

**PRINCE2 Practitioner Exam**
- The exam is based on an objective testing format. You will receive 8 questions, with 10 marks available per question; all question items will be worth 1 mark, making the total number of marks available per paper = 80
- Within each Practitioner exam, there will be 6 'theme' questions, each testing one of the 7 themes, and 2 'process group' questions, which will test 2 of the 3 groups of processes identified in the syllabus. Each question will test a minimum of 2 syllabus topics
- 2.5 hours allowed
- Open book exam (manual only)
- 44 marks (out of 80 available) required to pass — 55%

Examinations will be invigilated by an APMG approved trainer or invigilator. Photographic ID is required to take PRINCE2 exams so please remember to take this with you.

Full exams terms and conditions can be found here [http://www.apmg-international.com/en/legal-policies/terms-conditions.aspx](http://www.apmg-international.com/en/legal-policies/terms-conditions.aspx)

### Timetable

Please note that this schedule is a guide, deviations from this plan are possible.

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<td>The Business Case</td>
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<td>PRINCE2 Foundation Exam</td>
<td>Practitioner Exam Questions</td>
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Homework
TOGAF® 9.1 Foundation and Practitioner

Course Fact Sheet v1.3– TOGAF®

39 CPE Points

The TOGAF 9.1 Level 1 and Level 2 course is a 4-day interactive, classroom-based learning experience. The course covers the curriculums of both Level 1 and level 2.

The Foundation level content enables participants to successfully complete the associated TOGAF Level 1 exam, known as TOGAF 9.1 Foundation. The certification provides validation that the candidate has gained knowledge of the terminology, structure, and basic concepts of TOGAF 9.1, and understands the core principles of Enterprise Architecture and TOGAF.

The TOGAF 9.1 Level 2 content focuses on the practical application of TOGAF™ 9 frameworks, building on the foundational knowledge and comprehension of Level 1, using practical scenarios to enforce concepts.

Course runs 9:00 – 5:00 each day

Learning Objectives

Individuals certified at this level will have demonstrated their understanding of:

- The basic concepts of Enterprise Architecture and TOGAF
- The core concepts and terminology used in TOGAF 9.1
- The concept of the Enterprise Continuum; its purpose and constituent parts
- The TOGAF certification Program
- The ADM guidelines and techniques
- How each of the ADM phases contributes to the success of enterprise architecture
- Understand and apply the ADM phases in development of an enterprise architecture
- How Architecture Governance contributes to the Architecture Development Cycle
- How to apply Architecture Governance in development of an enterprise architecture
- How to apply the TOGAF Architecture Content Framework
- Understand and apply the concept of Building Blocks
- How to apply the Stakeholder Management Technique
- How to apply the TOGAF Content Metamodel
- How to apply TOGAF recommended techniques when developing an enterprise architecture
- The TOGAF Technical Reference Model and how to customize it to meet an organization’s needs
- The Integrated Information Infrastructure Reference Model
- The content of the key deliverables of the ADM cycle
- How an enterprise architecture can be partitioned to meet the specific needs of an organization
- The purpose of the Architecture Repository
- How to apply iteration and different levels of architecture with the ADM
- How to adapt the ADM for security
- SOA as a style of architecture
- The role of architecture maturity models in developing an enterprise architecture
- The purpose of the Architecture Skills Framework and how to apply it within an organization

Audience

- Individuals who require a deeper understanding of TOGAF 9.1, e.g., System Integrators, Operational, Business and IT developers, CIO’s and IT Managers, Program and Project Leaders, IT Specialists, Architects
• Professionals who are working in an organization where TOGAF 9.1 has been adopted and who need to participate in architecture projects and initiatives
• Architects who will be responsible for developing architecture artefacts
• Architects who wish to introduce TOGAF 9.1 into an architecture practice
• Architects who want to achieve a recognized qualification to demonstrate their detailed knowledge of TOGAF 9.1

Prerequisites

There are no formal prerequisites. However, it is recommended that participants have experience in the IT domain. Note, to be certified on TOGAF 9.1 Level 2, it is required to have passed the TOGAF Level 1 exam.

Examination Information

The exam can be taken through Prometric test centers.

Level 1 and 2 Combination Exam (details):

This examination consists of two separate sections. The TOGAF 9.1 Part 1 is CLOSED Book. The TOGAF 9.1 Part 2, Section 2 is OPEN book. (Note at Prometric test centers an electronic copy of the specification is built into the test and becomes available in Part 2 only).

Time limit: 150 Minutes total. Each section has a maximum time limit as follows: 60 Minutes on TOGAF 9.1 Part 1 and 90 Minutes on TOGAF 9.1 Part 2.
ITSM and Project/Programme Management trainings with Impetus Consulting:

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