



Problem & Change Management

Training Prospectus

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Introduction

Ibertek recognise the importance of the right advice and support for our customers. We pride ourselves in providing top quality Training and Consultancy. Ibertek promote business awareness of industry best practice.

Our training courses are available to all our customers. Classes are kept small enabling a friendly and relaxed atmosphere. Our training program focuses on quality awareness, improving customer service levels and enhancing the service delivery skills of your personnel.



Course: SDE v9.x Problem and Change Management 1 Day

One-day course (Public or customer-specific on-site)

Objectives

This course is designed to demonstrate to Problem and Change Managers how SDE is used to control the life-cycle of a Problem through to Request for Change (RFC). Delegates will also be able to set up a comprehensive Change Management system to manage the initiation, assessment and approvals of all proposed changes to the IT infrastructure. You will learn to create fully customisable Management dashboards with configurable drill down queries, charts and graphs with meaningful statistics of your change work load.

Who should attend?

This course is aimed at anyone involved in the implementation of Problem and Change Management. The course provides guidance on related processes and the level of automation that can be achieved, to manage Problems and Changes related to the IT infrastructure effectively.

Overview

This is a practical course consisting largely of exercises and discussion based around ITIL best practices.

Course Outline

Basic Configuration

- § Product Overview and Pre Implementation Considerations
- § Best Practice Considerations
- § Staff Roles and Responsibilities and Group Management
- § Privileges



System Set-up and Design

- § List Administration
- § Defining Change Categories, Creating a Tiered Structure
- § Defining Status, Impact and Urgency Levels
- § Defining Services, SLA's and Milestones for Escalations
- § Creating Quick-views and Dashboards

Further Configuration

- § Creating Business Rules
- § Client Side Business Rules

Working with Problem and Change Management

- § Raising Problem and Change Requests
- § Linking Incidents to Problems and Changes
- § Managing Known errors
- § Managing the Problem and Change Process
- § Forward schedule of Change

System Reporting and Utilities

- § Understanding SDE Reports
- § Data Import Wizard

Training Documentation

Delegates will receive comprehensive training handouts.



Following On

Delegates may consider:

- ITIL Awareness Workshops
- ISEB/ITIL Foundation Course in IT Service Management

What's included?

Refreshments

To enquire about a course, or to make a booking, email training@ibertek.com or telephone 01344742835 and speak to your Account Manager.