



IT service management

Take the delivery of business services to a whole new level by investing in ITIL® and service management training.

The pressure is on for businesses to trim costs yet perform better – and nowhere is this more the case than in the provision of IT services. These two seemingly opposing goals can be achieved by ensuring your staff have strong service management skills.

“We can’t understate the success of this ITIL training programme. With examination pass-rates that simply can’t be bettered, QA has done an outstanding job in providing our people with the service management skills we need – in the most cost-effective way possible – and with no loss of results.”



Cheryl Cumberworth
eLearning and Support Manager, Atos Origin

Service management frameworks provide you with proven good practice processes that help your people to create and maintain a highly effective service management culture. This can reduce costs, improve the consistency and quality of service, enhance service offerings and significantly increase customer satisfaction.

We provide ITIL service management training and learning consultancy services to help you to adopt the skills your organisation needs to make the use of these established service management frameworks a valuable reality. To make them not only a key part of the way that the business operates, but also to help you create a major commercial advantage.

We help organisations to:

- Transform the performance of their Service Desk
- Introduce a structured approach to service management
- Identify issues and challenges with their current processes and implement the skills to solve them



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Our experience

NHS South of Tyne and Wear

 www.sotw.nhs.uk

Transforming the Service Desk for NHS South of Tyne and Wear

During 2010 the Informatics department of NHS South of Tyne and Wear embarked on a service improvement programme. Senior ICT management needed to benchmark their IT Service Desk against industry best practice to demonstrate the value provided to the wider organisation and to gain recognition of their Service Desk staff. QA managed their SDI assessment and audit activities.

Commitment to a centre of excellence

The first task was to health-check the Service Desk against the nine key elements of the SDI standard. This focused on group interviews and initial observations to determine how these key elements were currently implemented within the Service Desk. The report identified a clear commitment from key stakeholders and staff to develop the Service Desk into a centre of excellence. However several issues had to be overcome in order to achieve the higher levels of SDI certification. Using the recommendations as a roadmap and with

support from QA, the Service Desk management team addressed these issues over the course of several months.

The audit, conducted by two of QA's experienced service management consultants, contained a mixture of group and individual interviews, observations and an evidence review. It was designed to verify how the recommendations had been implemented and how mature the implementation had become since the initial assessment. Following the audit it was recognised that the majority of issues highlighted earlier in the year had been addressed. The overwhelming evidence

illustrated that the Service Desk truly supported its customer base and had an impressive support capability.

The Service Desk achieved a two star maturity level in recognition of a proactive Service Desk. The result provided the Service Desk staff and management team with tangible evidence that all their hard work and commitment had paid off and demonstrated their dedication in striving for customer service excellence.

“This is a fantastic achievement for all of the ICT Service Desk staff. As a result of achieving the accreditation we have identified further service improvements to ensure the service continually improves.”

 David Laidler,
ICT Service Desk Manager

Atos Origin

 www.uk.atosorigin.com

Creating an IT service management blended learning programme for Atos Origin

Achieving ITIL® professional certification isn't easy – yet, for Atos Origin, as with many other companies, high examination pass-rates are important. Passing the ISEB examination provides evidence of having the skills required to properly utilise the ITIL framework within the workplace – and, of course, it's an indication of successful training.

So, when Atos Origin in the UK trusted QA to provide all of its ITIL training, results were an important consideration – not that Atos Origin needed to worry, since QA's pass rates for ITIL service management are among some of the highest in the training industry. Atos Origin had experienced this first hand, because QA had been providing training to the company for several years – including training almost 80 people on ITIL in the previous year.

Providing effective training

To provide the most effective training route for those learning ITIL Foundation, a blended learning programme was chosen – to maximise learning while minimising time out of the office. This combined 16 hours of eLearning from Atos Origin's pre-existing eLearning portfolio with an intense day's classroom training and coaching. Learners also had access to practice tests – so that they could assess their readiness to take their examinations.

The one day of classroom training – reduced from three for the full Foundation course – comprised of a revision session, coaching on examination best practice and then the actual ISEB examination itself.

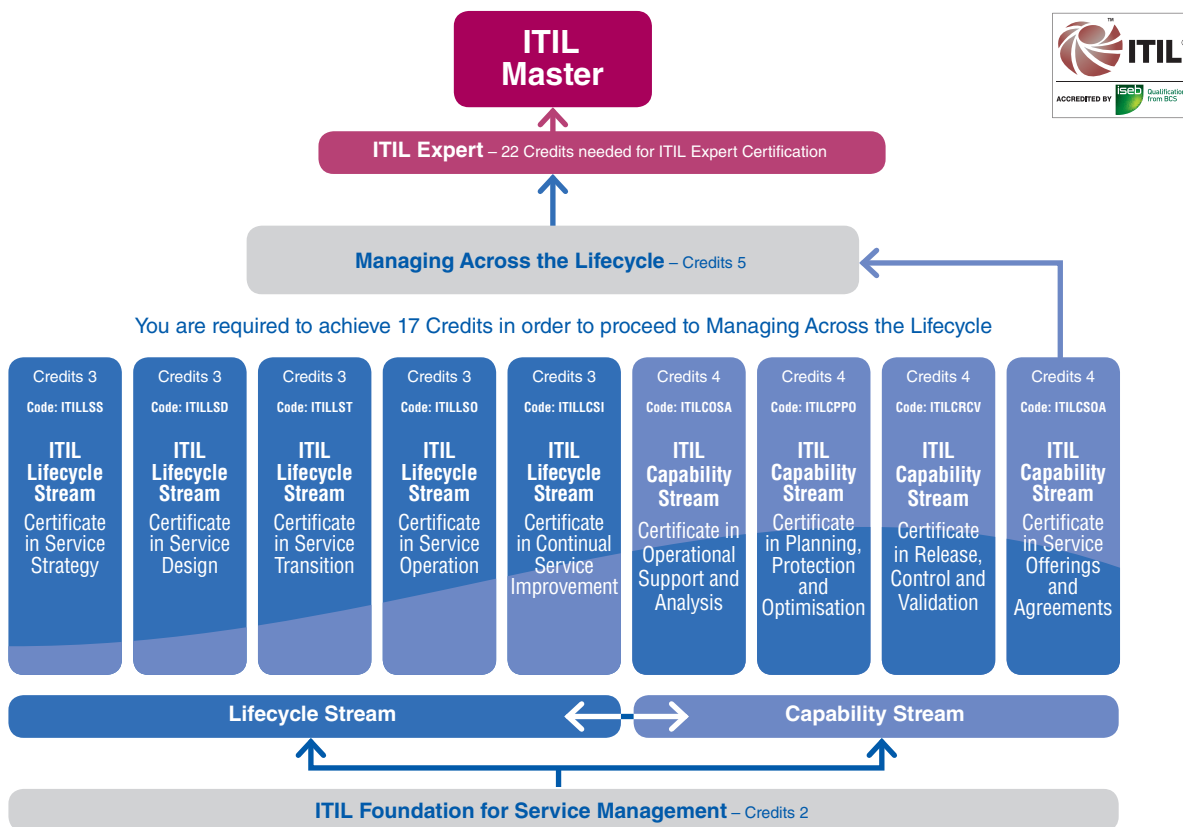
The approach was very successful, with the initial examination pass rate at Foundation at 100%. Successful candidates can move on to learn ITIL at practitioner and management level through an extensive schedule of training courses, again provided by QA.



ITIL® – your pathway to certification

ITIL® is at the heart of service management best practice, and the qualification provides a clear structure to achieve accreditation.

The ITIL qualification scheme is based on a credit system that leads to the Expert Certificate in IT Service Management. Learners need a minimum of 22 credits, achieved in a balanced selection of subject areas, to gain the certificate.



We provide service management courses in a range of delivery formats, to make it easier for you and your people to access the training they need, when and where they need it. All our courses can be delivered at your locations.



Classroom training: All our courses are available as classroom-based training, delivered in our conveniently located training centres.



Virtual courses: Our ITIL Foundation course is available as a virtual course, delivered online at set times to allow you to access the classroom experience from the location of your choice.



eLearning: Our ITIL Foundation course is available as eLearning for you to complete at your own pace in your own time.

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A wide range of service management skills

Service Desk Institute

QA is the first organisation to partner with the Service Desk Institute (SDI) to deliver the Service Desk Certification programme.

We offer:

- Service Desk Analyst (SDA)
- Service Desk Foundation (SDF)
- Service Desk Manager (SDM)



This is an internationally acclaimed Service Desk Certification, showing that the service desk support function is truly committed to providing enhanced IT service and support in line with best practice industry standards. The process of certification enables individuals to measure and improve the effectiveness of the service desk.

The Service Desk Certification process looks closely at all aspects of service desk operation in terms of management, staff, resources, tools, training and delivery. It reviews the ongoing development and integration of a number of key ITIL®/ITSM processes. We can provide full assessment, audit and certification services, supported by training and consultancy to gain the necessary skills.

“I was so impressed with the trainer that I would request that he trained other staff members from my service desk.”



Mary-Lara attended our SDI - Service Desk Analyst (SDA) course

ISEB Specialist certification

We offer the ISEB Specialist certifications, focusing on individual service management job roles. Based on industry best practice, they give you in-depth knowledge of how your role works within the organisation.

We offer:

- ISEB Specialist Certificate in Business Relationship Management
- ISEB Specialist Certificate in Change Management
- ISEB Specialist Certificate in Problem Management
- ISEB Specialist Certificate in Service Desk and Incident Management
- ISEB Specialist Certificate in Service Level Management
- ISEB Specialist Certificate in Supplier Management

Completing the course will provide a framework for detailed knowledge of the operation of each individual process within the full service management process.

Each qualification is based on industry 'good practice' from ITIL®, COBIT®, ISO/IEC 20000 and SFIA.

ISO/IEC 20000 certification

ISO/IEC 20000 is the first worldwide standard specifically aimed at IT service management. It describes an integrated set of management processes for the effective delivery of services to the business and its customers.

We offer:

- ISO/IEC 20000 Foundation Certificate

ISO/IEC 20000 consists of two parts: the formal Specification, which defines the requirements for an organisation to deliver managed services of an acceptable quality for its customers, and the Code of Practice, which describes the best practices for service management processes within the scope of ISO/IEC 20000-1.

The Code of Practice is of particular use to organisations preparing to be audited against ISO/IEC 20000 or planning service improvements. We can support you to undertake an ISO/IEC 20000 audit.

For further information on any of the courses, including dates and pricing, please visit www.qa.com/sm



Why choose QA for your service management skills?

- 1** All our service management professionals have at least 10 year's hands-on service management and training experience
- 2** We have extensive real-world experience, gained from the service management community across the world: our courses are focused on real-world deployment and benefits
- 3** Our trainers and consultants hold senior positions in service management related organisations: we can provide you with the latest knowledge and advice on service management implementation, growth and improvement
- 4** We are accredited by ISEB (Information Systems Examinations Board) to deliver ITIL® Foundation and manager courses in IT service management
- 5** We have been assessed and accredited to provide ITIL service management training by the IT Service Management Forum (itSMF), an independent body for the service management industry
- 6** The pass rate for our courses is second to none and the feedback we receive from people who attend our courses is exceptional

98.8%

of people who attended our service management courses would recommend them to others

- 7** We have the UK's biggest network of training centres: more dates, greater choice and lower overall cost to your business
- 8** We have the broadest customer base covering every industry and organisation size: you can be sure we understand how to address training in your area of business
- 9** Our innovation in engaging online and virtual learning provides you with learning flexibility
- 10** Our robust courseware development framework ensures accuracy of content, consistency of delivery and a proven methodology for effective learning

“I enjoyed the course. The training was performed at a good pace and the homework was just right. Very good overall.”

→ Maggie attended our ITIL® V3 Capability Certificate in Operational Support and Analysis course

“Excellent course, a good venue, and a great trainer. It was informative in a most enjoyable and discursive way.”

→ Grantly attended our ITIL V3 Lifecycle Certificate in Service Strategy course

“A great week, thanks. One of the most interesting and enjoyable courses I've attended.”

→ Mark attended our ITIL V3 Capability Certificate in Service Offerings and Agreements course





Why QA?

Transforming performance through learning

QA provides the most complete range of training courses and learning services available in the UK.

Our unrivalled range of training solutions helps people and organisations build their skills to gain real, lasting benefits. The sheer quality of what we do can be experienced at every level, from the professionalism and expertise of our people, through to our innovative solutions and services.

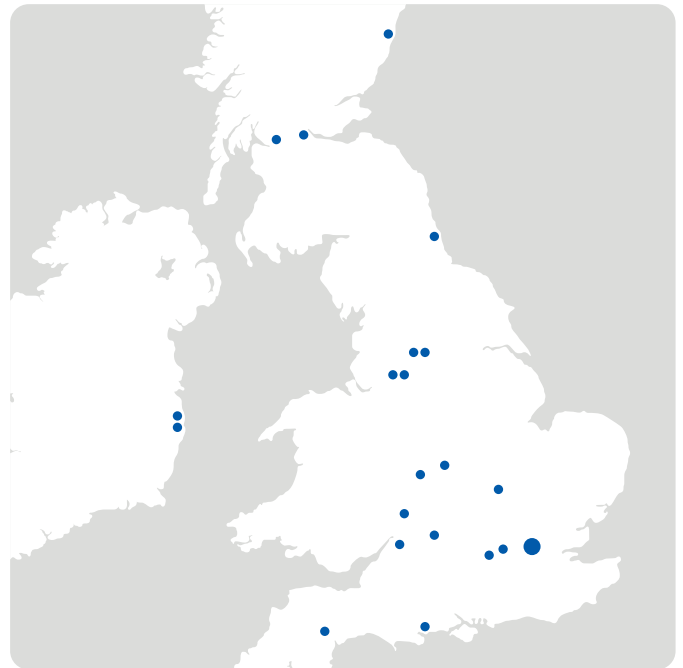
We have a local presence within a nationwide infrastructure. As the largest provider of training in the UK, we benefit from a large community of consultants who have many years real-world experience in service management.

With training centres in prime city centre locations round the country from Bristol to Aberdeen and across London you can spend your budget on training, not expensive travel.

Our pledge is that our highly engaging courses and learning programmes will make a real difference to each and every person in your organisation, helping to drive your business forward.

With a 20 year track record of helping organisations across all business and public sectors, we are the training partner of choice for organisations such as British Airways, Unilever, Nationwide and Defra.

Let us show how you can be next.



Contact QA

QA – the UK's leading training company

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