



## CERTIFIED SERVICE MANAGEMENT PROFESSIONAL (CSMP) TRAINING AND CERTIFICATION EXAM

<b>Course No.</b>	<b>C-CSMP-P-JBD-Ver2B</b>
<b>Instructor</b>	<b>AAI Instructor</b>
<b>Descriptions</b>	<p>This course aims at raising individual's understanding of, and competence in IT Service Management as described in the best practice or best framework such as in ITIL.</p> <p>This course provides IT Managers and Practitioners with a practical understanding of the key concepts, principles, processes and functions that enables successful IT Service Management provision. It also prepares delegates for the ITIL Foundation Certificate Examination. The course is based on the ITIL best practice service lifecycle approach.</p> <p>The purpose of this IT Service Management is to help the participants to define Service and to comprehend and explain the concept of Service Management as a practice, and moreover is to certify that the candidate has gained knowledge of the ITSM terminology, structure and basic concepts and has comprehended the core principles of ITSM practices as referenced in the ITIL.</p>
<b>Objectives</b>	<p>Upon the completion of the course, the participants should be able to:</p> <ul style="list-style-type: none"> <li>• Describe the concept of Good PRACTICE.</li> <li>• Define and explain the concept of a SERVICE.</li> <li>• Define and explain the concept of SERVICE MANAGEMENT.</li> <li>• Define and distinguish between FUNCTIONS, ROLES and PROCESSES.</li> <li>• Explain the PROCESS model.</li> <li>• List the characteristics of PROCESSES (Measurable, Specific results, CUSTOMERS, and Responds to a specific event) and specifically able to:             <ul style="list-style-type: none"> <li>- Briefly explain the Service Lifecycle.</li> <li>- Describe the structure, scope, components and interfaces of the ITIL Library.</li> <li>- Account for the main goals and objectives of Service Strategy.</li> <li>- Account for the main goals and objectives of Service Design.</li> <li>- Briefly explain what value Service Design provides to the business.</li> </ul> </li> </ul>



	<ul style="list-style-type: none"> <li>- Account for the main goals and objectives of Service Transition.</li> <li>- Briefly explain what value Service Transition provides to the business.</li> <li>- Account for the main goals and objectives of Service Operations.</li> <li>- Briefly explain what value Service Operation provides to the business.</li> <li>- Account for the main goals and objectives of Continual Service Improvement.</li> <li>- Briefly explain what value Continual Service Improvement provides to the business.</li> </ul>
<b>Target Audience</b>	<ul style="list-style-type: none"> <li>• Managers involved and related in the IT operations.</li> <li>• IT staff and executives involved in risk management and business process improvement.</li> <li>• Information technology professionals involved in projects that are concerned, in part, with the automation of business processes.</li> <li>• IT Managers and Practitioners involved in the strategy, design, and implementation and ongoing delivery of business-used IT services and who require an insight into Service Management best practice.</li> <li>• Individuals who require a basic understanding of the ITIL framework and how it may be used to enhance the quality of IT service management within an organization.</li> </ul>
<b>Duration</b>	3 Days
<b>Date</b>	See our schedule or please contact AAI Office.
<b>Place</b>	Hotel Sapphire Sky (BSD).
<b>Cost</b>	Please contact AAI office.
<b>Course Contents and Descriptions</b>	
<b>Day 1</b>	<ul style="list-style-type: none"> <li>• Introduction.</li> <li>• Service Management as a Practice.</li> <li>• Service Lifecycle.</li> <li>• Processes covering Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement.</li> </ul>
<b>Day 2</b>	<ul style="list-style-type: none"> <li>• Generic Concepts and Definitions.</li> <li>• Workshop/Case Study I in ITSM (ITIL V3).</li> <li>• Key Principles and Models covering Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement.</li> <li>• Functions.</li> </ul>



	<ul style="list-style-type: none"> <li>• Framework Exercise I (ITILV3).</li> </ul>
<b>Day 3</b>	<ul style="list-style-type: none"> <li>• Roles.</li> <li>• Key Principles and models of ITSM.</li> <li>• The types of service provider.</li> <li>• The five major aspects of Service Design.</li> <li>• The service V model.</li> <li>• The Continual Service Improvement model.</li> <li>• Technology and Architecture.</li> <li>• Revision.</li> <li>• Mock Examination.</li> </ul>
<b>Case Studies</b>	Case-based discussions will be conducted with topics related to the subjects of training. Exam exercises and questions evaluation.
<b>Certification</b>	The participants take the American Academy of Project Management (AAPM) exam for <b>Certified Service Management Professional (CSMP)</b> with specified criteria and assignments as requested and stand as pre-requisite by <b>the Board of American Academy</b> .

For further inquiry, please contact Hendrawan YUSDANTO (HP/WA: 0812-22389800) or 021-29168695.

Email: [aai.sekretariat@gmail.com](mailto:aai.sekretariat@gmail.com)

Website: [www.americanacademyindonesia.com](http://www.americanacademyindonesia.com)

FB: Sekretariat Aai