



<p>Description & Target Audience</p>	<p>The DVMS NIST Integrated ITSM Essentials certification training course provides IT professionals with the essential knowledge required to integrate ITSM practices as a vital part of a holistic IT service delivery program. ITSM practices ensure that IT services are provisioned and support high effectiveness, availability, and reliability standards.</p>
<p>Delivery Formats</p>	<ul style="list-style-type: none"> • 2-Day In-Person or Virtual, Open Enrollment, Instructor-Led Classroom • 2-Day In-Person or Virtual, Private, Instructor-Led Classroom
<p>Objectives & Outcomes</p>	<p>The two-day certification is focused on two primary areas:</p> <ul style="list-style-type: none"> • the importance of an 'integrated' IT service management approach • the enabling functions, processes, and resources needed to support IT operations with a focus on the following areas: <ul style="list-style-type: none"> ○ Business relationship management ○ Service level management ○ IT asset management ○ Configuration management ○ Incident management ○ Request management ○ Problem management ○ Change management ○ Release and deployment management
<p>Pre-Requisites</p>	<p>There are no prerequisites to attend this course.</p>
<p>Body of Knowledge</p>	<p>This course is based on the integratedITSM™ scheme accredited by Professional Designations.</p>
<p>Examination</p>	<p>Professional Designations Integrated itSM Essentials Exam</p> <ul style="list-style-type: none"> • 60-minute Closed-book exam • 40 Multiple choice questions • Blooms Level 1 & 2 • Pass Mark: 60% or 24 marks • Paper-based & online availability

Student Kit	<ul style="list-style-type: none">• Digital – ITSM Essentials book.• Digital – Student Courseware and Resource Materials• Digital – Professional Designations Exam Voucher – issued upon completing the training.• Certificate of Completion
Syllabus & Course Outline	<ul style="list-style-type: none">• Link to Syllabus - https://dvmsinstitute.com/wp-content/uploads/2024/10/ISE_Syllabus_3.0_April_2024-3.pdf
Professional Development Credits Earned	<ul style="list-style-type: none">• 12 CEU Credits
Next Steps	<ul style="list-style-type: none">• Value Stream Mapping• Organizational Change Management• DevSecOps Specialist