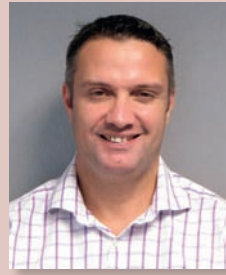


IT best practice management

ITIL® and Service Management
Project and Programme Management
ISEB Diploma in Business Analysis
ISEB and ISTQB Software Testing
SFIA Framework

Contents

04	GK Flex
04	GKSM Plus
05	Service Management
06	ITIL® Framework
07	ITIL® and Service Management Complementary Learning
08	Service Desk Certification (SDC)
09	SDI
10	Project Management including PRINCE2®
10	Agile Project Management
11	Managing Successful Programmes (MSP®)
11	Management of Risk (M_o_R®)
12	ISEB Diploma in Business Analysis
13	ISEB and ISTQB Software Testing
14	Skills Framework for the Information Age (SFIA)
15	Working in partnership



Barry Corless,
UK Business Development Director for
Best Practice, Global Knowledge

Barry is responsible for expanding Global Knowledge's wider Best Practice portfolio to offer more content and competency-led activities. He has a wealth of experience from within the IT industry including previous roles in education and consultancy management. He is the current Chair of the UK Chapter of the IT Service Management Forum (itSMF UK), and has been the chief examiner for the APM Group in ITIL® version 2 since 2006.

Managed training services an easier way to manage your learning

Designed to deliver

Organisations want to have confidence that the delivery of their staff development services will be managed effectively. We help you to develop a solution and processes that shares your corporate values and delivers to your internal requirements and standards. We understand the development needs of your people, and can provide a set of services and flexible options de-signed to help customers evolve to meet your changing business needs.

- » Proven quality and consistency
- » Effective (simple) operating structure
- » Significant reduction in direct cost
- » Enhanced corporate purchasing power
- » Increased customer service
- » Enhanced corporate purchasing power

iConnect - reduce time and resources spent on training management and administration

iConnect is a simple and powerful online booking system that is designed to make your learning administration and management both cost effective and trouble-free. Whether you're booking a single delegate on a public scheduled course or inviting a number of people to a bespoke learning programme, this fully automated online tool saves you time and resource.

- » Online booking
- » Course self-selection by delegates or training administrator
- » Approval and sign off
- » Automated sending of joining instructions and reminders
- » Invoicing and reports
- » Terms and conditions of use, where you control the workflow in terms of bookings, confirmations, cancellations and transfers

OGC Trade Mark Statements

"ITIL® is a Registered Trade Mark of the Office of Government Commerce in the United Kingdom and other countries".

"The Swirl logo™ is a Trade Mark of the Office of Government Commerce".

"PRINCE® is a Registered Trade Mark of the Office of Government Commerce in the United Kingdom and other countries".

"MSP® is a Registered Trade Mark of the Office of Government Commerce in the United Kingdom and other countries".

"M_o_R® is a Registered Trade Mark of the Office of Government Commerce in the United Kingdom and other countries".

IT Best Practice – flexible, practical and effective

As organisational IS capability develops and evolves, so does the body of knowledge that contains IT best management practice. To execute your business strategy, it is imperative that you develop and implement quality solutions. Sustainable success relies on precise, valid and complete requirements being translated into operational services. Poor requirements definition and lack of understanding are amongst the major reasons why many projects and service improvement initiatives fail.

Global Knowledge have a comprehensive range of best practice management courses to support the full service and project lifecycles. Our courses cover Business Analysis, IT Service Management, Service Desk Management, Project, Programme, Portfolio and Risk Management.

Business analysis is the catalyst for change, working closely with the business to create innovative solutions to business problems. We offer the ISEB Diploma in Business Analysis to satisfy these needs. The Office of Government Commerce's (OGC) best practice guidance helps successful delivery against a range of business requirements. From project management using PRINCE2® to the management of more complex programmes with MSP®. Managing risk using M_o_R® helps by providing guidance for those dealing with an organisation's risk profile. Managing IT services is covered by ITIL® and the niche area of the Service Desk is covered by SDI courses and certification.

» **Business Analysis:** We offer the ISEB Diploma in Business Analysis. This diploma provides a well-defined approach for the business analyst to follow, supplemented by proven techniques. It benefits business analysts and others who need to understand businesses and define how they should change.

» **ITIL®, SDI, COBIT and ISO/IEC 2000:** ITIL® adoption reduces costs and improves IT performance and quality. Our Service Management courses cover ITIL® Foundation and ITIL® Intermediate. The Service Desk Institute courses provide standards-based, internationally recognised qualifications designed specifically by IT experts, consultants, industry leaders and practitioners. The qualifications are the industry standard across the world, creating a set of practices and a recognised career path for the IT service desk industry. COBIT is an IT governance framework and supporting toolset that allows managers to bridge the gap between control requirements, technical issues and business risks. COBIT® (Control Objectives for Information and Related Technologies) is regarded as the world's leading IT control and governance framework. The COBIT® governance framework, supporting toolset and documentation allows managers to bridge the gap between control requirements, technical issues and business risks. ISO/IEC 20000 is an IT standard that allows companies to demonstrate excellence and prove best practice in IT management. The standard ensures companies can achieve evidence-based benchmarks to continuously improve their delivery of IT services. ISO/IEC 20000 was released in 2005 based on the IT infrastructure library (ITIL®) best practice framework. This training provides delegates with an understanding of ISO/IEC 20000, the International Standard for IT Service Management, and the associated APMG Certification process (formerly the itSMF UK scheme).

» **PRINCE®, MSP® and M_o_R®:** Learn to motivate teams, negotiate with vendors, resolve conflicts, and communicate more effectively with our extensive range of courses featuring real-world scenarios. PRINCE2® has established itself as the leading approach to managing projects. An increasing number of organisations are turning to Global Knowledge for advice on their PRINCE2® training, as well as for courses, workshops and seminars. The PMI is the largest international professional body for project management, and offers the qualifications of choice for many multi-national corporations. The PMP credential is one of the most sought after qualification for project managers around the world. The Project Management Professional (PMP) is the main qualification from the PMI and is taken by most candidates when applying for PMI membership. In developing MSP®, the UK government, through the Office of Government Commerce, has invested heavily in Programme Management. Programme Management provides a layer above project management focusing on selecting the best group of programmes, defining them in terms of their constituent projects and providing an infrastructure where projects can be run successfully but leaving project management to the project management community.

GK Plus

Business Improvement Activities

At Global Knowledge we believe increasing the value that IT services offer your organisation is a journey. Whether that quest is reducing costs or risk, increasing control or just enhancing the customer experience you can be sure it involves choosing, planning and designing the right services or improvements followed by timely education, implementation and benefits realisation. Global Knowledge has rightly earned our unparalleled reputation for providing the education services but that is not where our expertise stops. Utilising the skills of our service management consultancy team, we now offer you the full range of services that allow you to choose an organisation you trust to support your entire journey.

- » **Global Knowledge Service Management Plus+ (GKSM Plus+)** is a series of services designed to support every stage of an organisational Service Improvement initiative. Plus+ services fit with our award winning education solutions. GK has blended the enormous experience of some of the leading industry names in ITIL, PRINCE, SFIA and other fields to deliver a range of Plus+ services to help organisations deliver world class systems and service improvements and implementations.
- » **GKSM Plus+ Strategy Generation** – We add the intellectual capital and strong knowledge base of GK's industry experts to your organisation's mix to creating functional solutions for delivering high quality, cost effective services.
- » **GKSM Plus+ Maturity Assessment** – Assessment of your organisations current capabilities using standards based on CMMI, EFQM and ISO principles. Solid service improvement advice and guidance comes as standard with every assessment.
- » **GKSM Plus+– Documents** – Using our extensive range of complimentary, business ready templates, we have been helping organisations across the world produce high quality, accessible business documents to support their processes.
- » **GKSM Plus+– Solution Workshops** – Education with end product, too. Our workshops are designed to not only delivered concentrated education in a designated area but also to provide a tangible, business ready output as a result of the engagement. Each workshop is unique because each need is different.
- » **GKSM Plus+– Tailored Education** – We go “off the menu” from our standard exam course offerings to design education solutions which not only have content tailored to your needs but also utilise the delivery mechanisms which best suit your organisational needs.
- » **GKSM Plus+ Experiential Solutions** – Leveraging a strong partnership with a global leader in this field we augment the education of individuals in a team environment. Role play and simulated experience bring a whole host of management disciplines to life in a fantasy environment

GK Flex

Flexible learning methods

At Global Knowledge we offer a range of flexible learning programmes to help you choose when and how you want your learning.

- » **Connected classrooms:** Our connected classrooms is live, hands-on interactive learning where you can attend a course from different locations and training centres. This premium experience uses HD quality audio and video. The instructor will be presenting from one location, and students attending remotely are able to interact with the instructor and other delegates using video and voice conferencing.
- » **Collaborative learning:** Many organisations are seeking a more 'collaborative' approach to learning, one that provides flexibility and choice around instructor-led (classroom-based), e-learning or combinations that optimise your planned learning programme. Individuals benefit from an application that can assist them to identify which developmental activities may be appropriate to their needs and ensures the learning is supported by 'interactions' such as communities of other learners and peers as well as access to mentors and subject matter experts.
- » **Virtual 'instructor-led' delivery:** Our virtual 'instructor-led' delivery is about connecting people, and enabling them to learn effectively no matter where they are. We use the latest video conferencing solutions to allow learners to communicate face-to-face with teams inside – and outside – of their organisation or learning environment.
- » **e-learning and on-demand resources:** We offer interactive self-paced content that provides flexibility in terms of pace, place and time to suit individuals and organisations. These resources also consist of online books, educational podcasts and vodcasts, and video-based learning.
- » **Accelerated courses:** Our accelerated courses (delivered as standard during bank holiday weeks) are one of the many flexible learning methods to match your requirements. We have adapted the format across our most popular courses to allow us to deliver the complete programme using innovative technology and delivery media.
- » **Community learning portals:** Our community learning portal provides access to a range of learning resources including forums and blogs to deliver learning programmes whilst creating communities of practice and communities of learners. Knowledge is captured and shared across the organisation, making best practice (specific to the organisation) available and accessible.

Service Management Overview

Service Management provides value to customers in the form of services. Functions and processes are blended to manage services over a lifecycle, with specialisations in strategy, design, transition, operation and continual improvement. The key to Service Management is the service organisation's capacity, competency and confidence for action. The act of transforming resources into valuable services is at the core of Service Management.

Global Knowledge offers a diverse range of Service Management education and added value services. ITIL®, ISO20000, COBIT and Service Desk Institute (SDI) form the core of the offering utilising both our own worldwide capability and strategic partnerships with SDI. We run a full public schedule in all our UK training centres including Coventry, London, Manchester, Leeds and Wokingham. In addition to our standard public schedule we deliver consultancy support to make sure that Service Management is effectively applied in the workplace.

The ITIL® framework is a source of good practice in Service Management. Large and small, private and public, ITIL® is used by organisations worldwide to establish and improve capabilities in Service Management.

ISO/IEC 20000 provides a formal and universal standard for organisations seeking to have their Service Management capabilities audited and certified. While ISO/IEC 20000 is a standard to be achieved and maintained, ITIL® offers a body of knowledge useful for achieving the standard.

SDI's Service Desk Certification (SDC) process looks holistically at multiple aspects of your Service Desk operation. Specifically, SDC covers strategy and management, planning, staff development, resourcing, tools, training, customer satisfaction and delivery. It provides the most comprehensive measurement of the Service Desk available.

Global Knowledge was the first training company in the UK to run ITIL® version 3 training and now provide training over 5 continents. Increasingly, Global Knowledge is at the forefront of developments bringing virtual and borderless classroom innovation to the training arena. Our team includes some of the industry's leading names including current itSMF UK Chairman and ITIL® version 2 Chief Examiner, Barry Corless as well as ITIL® V3 Foundation Senior Examiner and itSMF International Qualifications and Certification Chair, Rosemary Gurney.

Why Service Management at Global Knowledge?

Global Knowledge offer Service Management training on a global basis. We offer one of the largest public schedules in the UK, running in all of our regional training centres, covering Coventry, London, Manchester, Leeds and Wokingham. We also provide ITIL® training in all of our operating countries including 12 countries in Europe and the USA.

In addition to our public schedule and on-site training capability, we work to support our customers on a consulting basis. All Global Knowledge consultants are trained to ITIL® Expert Level. Many of our people are also qualified to deliver ISO/IEC 20000 consultants and accredited Service Desk Institute auditors.

- » **Breadth and depth of courses** – We offer a complete and integrated portfolio of accredited and bespoke ITIL® courses covering awareness, foundation, lifecycle, capability and ITIL® complementary courses, as well as COBIT, SDI and ISO/IEC 20000.
- » **Proven implementation experience of instructors** – Each instructor has a minimum of 10 years proven implementation experience, which is maintained by delivering a combination of training and consultancy assignments and involvement in industry forums. This ensures that the instructors we deploy are able to reinforce the Service Improvement through real life experiences.
- » **Pass rates** – Our experience, and continued involvement with the examination process since the introduction of the courses, ensures that delegates receive the best examination preparation. This includes: mock papers, additional questions written by senior examiners and hints and tips on answering exam questions.
- » **SFIA mapping** – All our Service Management and Service Desk courses are mapped onto the Skills Framework for the Information Age (SFIA) allowing organisations to choose the right courses or combination of skills for their people from a vocational standpoint.
- » **Flexible programmes** – Thanks to flexible and non classroom-based learning, there are now more options than ever before – giving you the choice to learn in the best way that suits you and your organisation.
- » **Accreditation** – Our ITIL® and other courses are accredited to the high standards set by The APMG Group and EXIN. We are audit partner of the Service Desk Institute.

For more information visit www.globalknowledge.co.uk/servicemanagement

IT Infrastructure Library® (ITIL®)

IT Service Management as a discipline for managing IT systems is centred on the customer's perspective of IT's contribution (i.e. value) to the business. This is deliberately in contrast to technology-centred approaches to IT Management.



ITSM focuses on the operational concerns of IT rather than development or specifically technical aspects, although these are complementary concerns. The most commonly applied framework of processes, organisation and tools is the IT Infrastructure Library® (ITIL®).

ITIL® Qualification Scheme

The ITIL® qualification structure now comprises **Foundation**, **Intermediate** and **complementary** courses leading to the award of **ITIL® Expert**. ITIL® Expert, which is achieved by gaining enough (22) credits from passing **Foundation** and **Intermediate** level examinations. Beyond this the **ITIL® Master qualification** meets growing needs by focusing on experience, testing the capabilities of senior IT service managers, executives and practitioners.

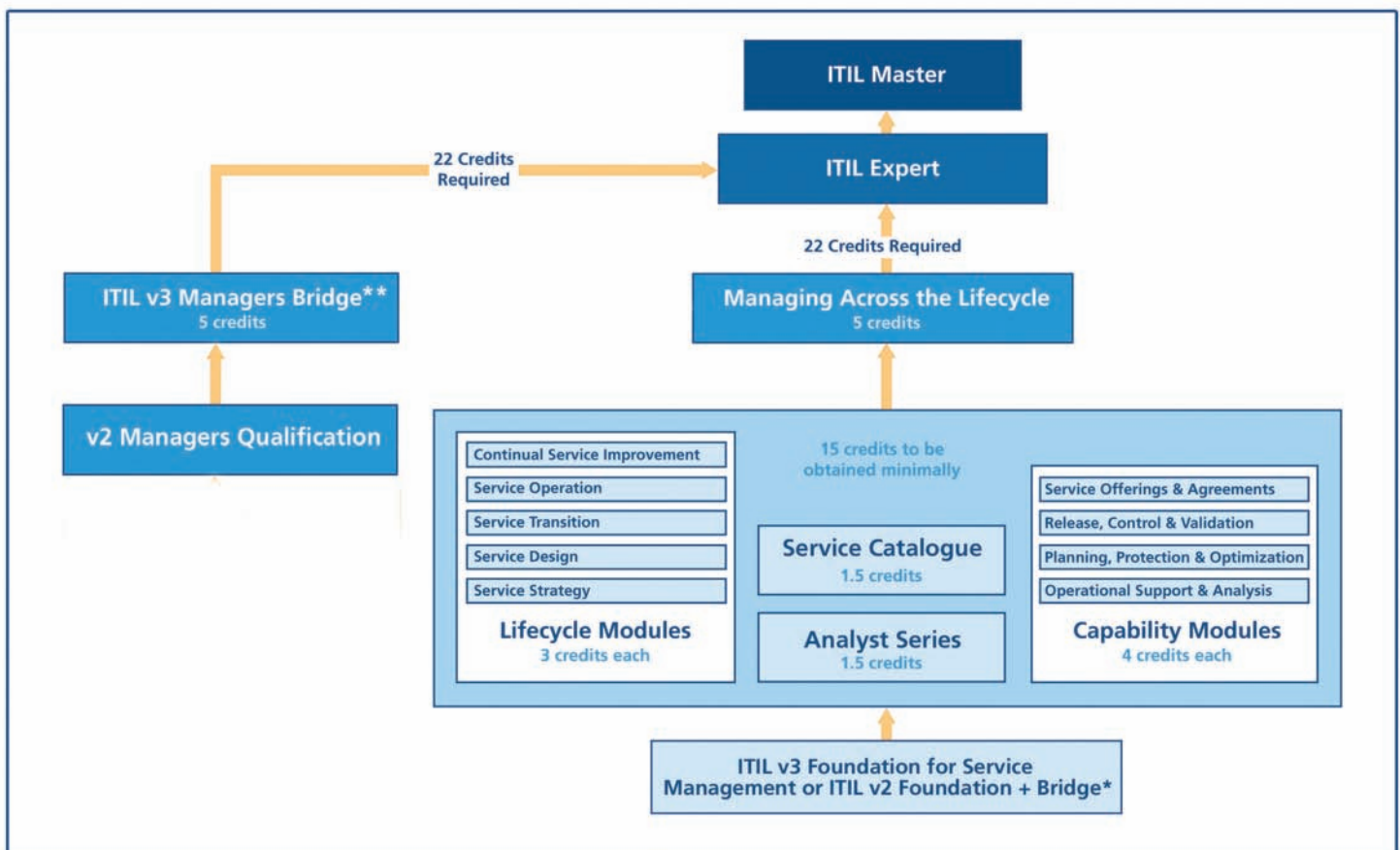
ITIL® Foundation

The Foundation Level focuses on the Service Lifecycle phases and where the processes and functions fit within these. The Foundation certificate is a pre-requisite to the next level of courses. Also, the Foundation certificate is worth 2 credits towards achieving the ITIL® Expert.

ITIL® Intermediate

There are two streams here, a Lifecycle stream and a Capability stream.

For more information visit www.globalknowledge.co.uk/ITIL



* Foundation Bridge is no longer available

** Available until 30th June 2011

ITIL Framework and SM Complementary Learning

Each of the 5 Lifecycle stream courses covers one core book - thus one phase of the Service Lifecycle. The Lifecycle courses provide a management focused view of each element and comprise:

- » ITIL® Service Lifecycle: Continual Service Improvement (LCSI)
- » ITIL® Service Lifecycle: Service Design (LSD)
- » ITIL® Service Lifecycle: Service Operation (LSO)
- » ITIL® Service Lifecycle: Service Strategy (LSS)
- » ITIL® Service Lifecycle: Service Transition (LST)

The Lifecycle certificates are each worth 3 credits towards achieving the ITIL® Expert. Each of the 4 Capability stream courses covers a set of processes and provides a more granular, mechanical view of how the processes and functions mesh together. They comprise:

- » ITIL® Service Capability: Operational Support & Analysis (IOSA)
- » ITIL® Service Capability: Planning, Protection & Optimisation (PPO)
- » ITIL® Service Capability: Release, Control & Validation (RCV)
- » ITIL® Service Capability: Service Offerings & Agreements (SOA)

The Capability certificates are each worth 4 credits towards achieving the ITIL® Expert. The Managing Across The Lifecycle course (worth 5 credits) consolidates knowledge of the Service Lifecycle and is taken once you have achieved 17 points. Gaining 22 credits through Foundation, Intermediate (Capability and/or Lifecycle) enables one to achieve the ITIL® Expert (without further examinations).

ITIL® Master

ITIL® Master qualification meets growing needs by focusing on experience, testing the capabilities of senior IT service managers, executives and practitioners.

Service Management Complementary Training

The ITIL® qualifications scheme recognises certifications which link and “add value” to ITIL® V3 Best Practices and the current certification portfolio. These certifications are recognised under the ITIL® Complementary Qualifications Scheme. Those qualifications which are endorsed will be awarded a credit value, which recognises the alignment to V3. Candidates who successfully achieve recognised complementary certifications can then use the credits gained (up to a maximum of 6 credits total) from complementary certifications towards the ITIL® V3 Expert Level of certification. Our complementary qualifications include The Analyst Series and ISO/IEC 20000 courses.

Analyst Series

These new qualifications cover Change, Problem and Service Level Analyst – sponsored by APMG and developed by itSMF UK, with Global Knowledge as first adopters worldwide.

- » 3 day, practical courses based on SFIA role descriptions at levels 3 and 4
- » ITIL® instruction is combined with other softer skills required to actually do the job
- » They'll be part of the ITIL® complementary series meaning they'll attract points towards ITIL® Expert
- » 20 scenario-based simple multiple choice examination questions
- » Course with an Exam' NOT an 'Exam Course' – the focus is very much around the instruction and practical nature NOT three days of exam preparation
- » The courses include a workbook – a tangible take away from the course packed with information that you can use back in the workplace to improve your processes

We also offer COBIT training courses

COBIT is an IT governance framework and supporting toolset that allows managers to bridge the gap between control requirements, technical issues and business risks. COBIT enables clear policy development and good practice for IT control throughout organisations. COBIT emphasises regulatory compliance, helps organisations to increase the value attained from IT, enables alignment and simplifies implementation of the COBIT framework.

Give your desk the SDC edge

Global Knowledge have joined forces with the Service Desk Institute (SDI) to become an audit partner for the Service Desk Certification (SDC) programme

Service Desk Certification – The Basics

Achieving the Service Desk Certification enables your support operation to provide demonstrable proof that it is dedicated and committed to providing enhanced IT support for the organisation. The process of certification enables you to measure and improve the effectiveness of your Service Desk based on the European Framework for Quality (EFQM) Excellence Model.

The Service Desk Certification process looks holistically at multiple aspects of your Service Desk operation. Specifically, SDC covers strategy and management, planning, staff development, resourcing, tools, training, customer satisfaction and delivery. It provides the most comprehensive measurement of the Service Desk available. SDC also complements on-going use of ITIL® best practice standards by looking at Service Desk touch points with key processes; Incident, Problem, Change, Release, Service Level, Availability, Capacity and Configuration Management.

What's in it for me?

Service Desk Certification rewards your organisation by providing the standard within which sustainable IT service and support excellence can be delivered. The key organisational benefits include:

- » Increased consistency of support activity reduces operational risk
- » Business alignment through matching of support and organisational objectives
- » Industry recognised award provides demonstration of the value of the IT service
- » Satisfied customers involved in the on-going development of their own support environment
- » Increased staff motivation, team synergy and productivity in your support operation

Achieving Star Status

- » **Step 1 - The Online Evaluation:** Complete the free online SDC evaluation to discover the maturity of your service desk and to establish whether you are ready for certification. Simple questions based on the full certification audit and you will be given a guide to your current performance and service desk maturity levels. If you think you measure up contact Global Knowledge to discuss the next steps.
- » **Step 2 - The Assessment:** Once you have decided that certification is appropriate for you, Global Knowledge's auditors will carry out a preliminary assessment of your Service Desk. This provides you with a benchmark for each of the nine key audit areas. This initial assessment gives you with the opportunity to make improvements recommended by the auditor to key areas of your operation before completing the full audit.
- » **Step 3 – The Audit:** The full certification audit reviews your Service Desk operation and assesses your 'enablers' and 'results' according to each aspect of the dynamic EFQM Excellence Model. The auditor will conduct interviews with your team and your customers about their service experiences, review your service level reporting and carry out desk-side observations. The auditor will ask over 300 comprehensive questions in order to assess your service desk's maturity rating.
- » **Step 4 – The Certification:** Following the audit and the auditor's final report (approved by a SDI Master Auditor) you will be presented with your Certification award. A real moment for celebration, the presentation of your certification is a great opportunity to encourage senior management and the whole of your IT service operation to share in your achievement and success.

For more information visit www.globalknowledge.co.uk/SDC

The leading organisation for the IT support and service management industry



The Service Desk Institute is the leading professional organisation for everyone working in the IT service and support industry.

Dedicated to setting the standards for the industry, SDI delivers knowledge and career enhancing skills for IT service professionals and enables you to deliver exceptional results for your organisation.

With ITIL® and a number of other standards and methodologies we have become obsessed with 'process', often to the exclusion of all else. ITIL® v3 now includes a more strategic lifecycle approach, however there is still little information available on the key element in delivering excellent service - people.

People deliver processes. People operate in roles. People have responsibilities. Without people there would be no processes and it is people that are required to understand the roles and responsibilities required to deliver processes and services.

Many ITSM processes could also be defined as responsibilities and it is therefore vital that people understand the key elements required in terms of approach, skills, tasks and attributes, to carry out service delivery.

The SDI approach is to focus on delivering services to people, who can then deliver better quality to their customers in their roles and jobs. Global Knowledge are an approved audit partner of SDI. We provide practical and vocational training for Service Desk staff and managers on the skills and knowledge required to run successful Service Desks.

Highlight your service excellence and gain industry recognition of your service commitment with SDI's Service Desk Certification. The SDI certification provides the only industry, standards based, accreditation programme specifically designed to certify service desk quality.

SDI Training Courses

The Service Desk Institute courses provide standards-based, internationally recognised qualifications designed specifically by IT experts, consultants, industry leaders and practitioners. The qualifications are the industry standard across the world, creating a set of practices and a recognised career path for the IT service desk industry.

- » **SDF: Service Desk Institute - Foundation**
- » **SDA: Service Desk Institute - Analyst**
- » **SDM: Service Desk Institute - Manager**

For more information visit www.globalknowledge.co.uk/SDI

Project Management including PRINCE2®

The importance of effective project management has been high on the agenda for both public and private sector organisations. Millions of pounds are spent every year on change programmes and projects, and many are still plagued by delay, overspend and poor realisation of the expected benefits.

We help organisations to deliver project and programme excellence covering techniques and the development of skills and competencies through to the delivery of methods including PRINCE2®: 2009, Agile Project Management, Managing Successful Programmes (MSP®) and Management of Risk (M_o_R®).

There are also a number of skills and competency frameworks that include these areas (such as SFIA) that we have experience in supporting with this portfolio. See page 14 for more information on SFIA.

PRINCE2®: 2009

The PRINCE2®: 2009 Qualification Scheme is based on Managing Successful Projects with PRINCE2® - 2009 Edition. Our range of PRINCE2® courses lead to Foundation and Practitioner qualifications which can be sat during the course or on a separate exam event. Existing Practitioners seeking re accreditation should consider the PRINCE2® Practitioner Re-registration (P2R).



- » **Foundation Examination**
- » **Practitioner Examination**

Agile Project Management

For projects involving a significant software component, traditional project management can be less effective since the requirements are subject to change. An alternative approach, Agile Project Management, is emerging in the industry. It is a highly incremental process, where developers and project stakeholders actively work together to understand the domain, identify what needs to be built, and prioritise functionality.

The Agile Project Management qualification aims to address the needs of those working in a project-focused environment who want to be Agile. Based on the proven fundamentals within DSDM Atern, the new certification provides the ability to deliver Agile Projects in organisations requiring standards, rigour and visibility around Project Management, while at the same time enabling the fast pace, change and empowerment provided by Agile.

Our Agile Project Management learning will:

- » **Explain how to lay the foundations for successful agile projects**
- » **Explain how an agile project is managed**
- » **Clarify the different management styles needed for successful agile projects (compared to "traditional" projects)**
- » **Provide integration with PRINCE2®**

PMI Project Management Certification

The PMI are a globally recognised Project Management Institute.

We offer courses leading to the PMI Project Management Professional (PMP) qualifications. Many organisations choose PMI as a means to achieve a worldwide Project Management standard with individuals accredited to a qualification recognised in most countries.



For more information visit www.globalknowledge.co.uk/projectmanagement

Managing Successful Programmes (MSP®)

Large, complex deliveries are often broken down into manageable, inter-related projects. For those managing this overall delivery the principles of programme management are key to delivering on time and within budget.



What is MSP®?

MSP® represents proven programme management good practice in the successful delivery of transformational change through the application of programme management. MSP® has been used and adopted within many organisations both within the public and private sectors. The experiences of those who have adopted programme management have provided invaluable inputs into the latest edition of the guide.

Today's organisations exist in a climate of constant and increasing change. Organisations that have learned how to transform themselves through effective leadership and strategic control are more likely to survive and prosper. Programme management is increasingly being recognised as key to enabling organisations to manage that transformation.

The MSP® Qualification Scheme consists of three levels:

- » **Foundation**
- » **Practitioner**
- » **Advanced Practitioner**

For more information visit www.globalknowledge.co.uk/MSP

Management of Risk (M_o_R®)

M_o_R® provides a generic framework for the management of risk across all parts of an organisation, at a strategic, programme, project and operational level to ensure that key risks are identified, assessed and that action is taken to address them.



The M_o_R® qualification scheme consists of two levels:

- » **Foundation**
- » **Practitioner**

Our learning programmes provide you with a complete and practical understanding of the Management of Risk Guidance for Practitioners and will prepare you for both the Foundation and Practitioner Certificate examinations in Management of Risk.

For more information visit www.globalknowledge.co.uk/MOR

Delegate feedback

- » 94% were very satisfied with the instructors knowledge and real-life examples
- » 90% felt that the way the training was delivered would help them to ensure learning was put into action when back in the workplaces
- » 92% of delegates expect their individual performance to improve significantly since attending a Global Knowledge course attending a Global Knowledge course

ISEB Diploma in Business Analysis

Businesses need to adapt continually if they are to succeed. Such changes are often (not always) supported by the use of IT. The business analyst is the catalyst of such change, working closely with the business (and IT where applicable) to create innovative solutions to business problems.



The Information Systems Examinations Board (ISEB) offers the ISEB Diploma in Business Analysis. This diploma provides a well-defined approach for the business analyst to follow, supplemented by proven techniques. It benefits business analysts and others who need to understand businesses and define how they should change.

To gain the Diploma, candidates must pass four written examinations and an oral examination.

- » **Core modules (see below)**
- » **Specialist modules (see below)**
- » **Oral examination - lasts for 50 minutes and the candidate is required to demonstrate that they can put the competencies gained in the written examinations into a coherent context.**

ISEB Business Analysis Core Modules

There are two core modules in the Diploma, which all candidates must pass. Each is gained through sitting a one-hour, open-book, scenario-based examination.

- » **Business Analysis Essentials (SBAE)**
- » **Requirements Engineering (SREN)**

ISEB Business Analysis Specialist Modules - Knowledge-based

Candidates have to pass one knowledge-based specialist module. The Organisational Context written examination is scenario-based and lasts one-hour. The other certificates are gained through passing a one-hour, closed book, multiple-choice examination consisting of 40 questions.

- » **Organisational Context (STOC)**
- » **Foundation Certificate in Business Analysis (SFBA)**
- » **Foundation Certificate in IT-enabled Business Change (BIEC)**
- » **Foundation Certificate in Project Management (MPMF)**
- » **ISEB Business Analysis Specialist Modules - Practitioner**
- » **Modelling Business Processes (SMBP)**
- » **Benefits Management and Business Acceptance (BBMA)**
- » **System Development Essentials using Agile (SSDE)**
- » **Systems Modelling Techniques using UML (SSMT)**

NB: our ISEB Business Analysis courses are run in conjunction with an accredited training provider.

For more information visit www.globalknowledge.co.uk/businessanalysis

"Managing the learning demands of a technical community constrained at times by our Island location can be challenging when trying to maximize value for time and cost. Travel expenses are a necessary but unwelcome evil. Therefore the opportunity to work with Global Knowledge on their new virtual learning offering was an opportunity that we grabbed. Having now experienced the virtual experience and received very enthusiastic feedback from our staff, we have no hesitation in recommending Global Knowledge."

*Andy Pirie, Corporate Solutions
Product Manager, Manx Telecom*

Integrated Global Software Testing Qualifications

ISEB and ISTQB Software Testing – working towards a global scheme

Recognising the need for greater alignment, working practices and unity in the software testing certification market, the British Computer Society, the Chartered Institute for IT and the UKTB (ISTQB) signed an agreement in March 2010 that enables the BCS / ISEB to work more closely with an increasingly number of ISTQB boards around the world.

Internationally, software testing exams are currently available at a number of different entry points from Foundation to Advanced, with BCS/ISEB's Intermediate exam providing a valuable optional route between the two levels. For those professionals looking for certification beyond Advanced level, ISTQB will be providing its Expert level exam. The Institute will continue to offer its UK only Practitioner level in Software Testing until early 2011.

Global Knowledge provide accredited courses in the ISEB and ISTQB certificated schemes – see how you can obtain the certificates you need to be recognised as an industry qualified software testing professional.

ISEB / ISTQB Foundation

The ISEB Foundation Certificate in Software Testing is based on the ISTQB syllabus. This course prepares delegates for the multiple choice examination for the qualification. The course has six main parts: Fundamentals of testing; Testing throughout the life cycle; Static test techniques; Test design techniques; Test management; and Test tools.

ISTQB Advanced

Three role based qualifications, each examined over 3-hours using 65 scenario-based, multiple choice questions:

- » Test Analyst (code LQFTA)
- » Technical Test Analyst (code LQFTT)
- » Test Manager (code LQFTM)

ISEB Qualification

Three qualifications, one general and two role-based:

- » Intermediate Certification: Includes 1 hour, 25 question scenario based multiple choice exam. The certificate awarded is a pre-requisite if you want to take one of the final Practitioner exams between now and March 2011. The qualification is optional, but it also provides a valuable stepping stone between Foundation and Advanced.
- » Practitioner Certificate in Test Management and Test Analysis: This is being phased out in March 2011. Exams for Practitioner are essay based, with delegates being required to answer 4 half-hour questions from a choice of 6.

Our ISEB courses include:

- » ISEB Intermediate Certificate in Software Testing (code LINT)
- » ISEB Practitioner in Software Test Management (code LISMP)

NB: our ISEB Software Testing courses are run in conjunction with an accredited training provider.

For more information visit www.globalknowledge.co.uk/softwaretesting

The Skills Framework for the Information Age (SFIA) – the IT skills standard in the UK

What is SFIA?

The Skills Framework for the Information Age has been defined by IT professionals and employers; it has been produced by the industry for the industry. It is used worldwide in a variety of settings as the preferred way of describing IT skills. SFIA underpins the UK government's approach to professionalism in IT and its use has now been mandated throughout the Civil Service.



Why use SFIA?

The overall purpose of SFIA is to assist organisations employing IT professionals to:

- » reduce IT project risk by identify what skills are needed and what skills people have
- » retain staff through recognition and reward of their capability
- » make recruitment effective by selecting only staff who have the skills the organisation needs
- » enhance the professionalism and effectiveness of the IT function.
- » define expectations for progression and prepare succession candidates for future roles

This is accomplished by developing the right skills, by deploying them to best effect and by providing appropriate development and career paths for IT professionals.

SFIA's focus on professional skills rather than technological information means that the framework is readily understood by a wide community, including:

- » IT professionals and their managers in industry and Government
- » HR managers, professionals and training staff
- » non-technical managers
- » lecturers and curriculum planners in education and training organisations

SFIA is suitable for use in any organisation that employs IT professionals, in any branch of industry or Government.

Global Knowledge have mapped training courses to the SFIA initiative and have launched a SFIA Skills Finder Tool

Global Knowledge have developed a SFIA skills finder tool to make it easier for IT professionals and HR managers to assess the IT skills they need against existing skill sets.

"SFIA underpins an organisation's approach to professionalism in IT" explained Ron McLaren, operations director of SFIA, "This is why it's mandated throughout HM Government and used by so many organisations and professional bodies around the world. We're really pleased that training providers, such as Global Knowledge, have mapped their portfolios to the framework." Ron continued "They understand that in these difficult times, their relevance and value to the client is enhanced by focusing on professional skills."

"Organisations up and down the UK need to increase productivity to maximise opportunities and maintain costs" said Allan Pettman, UK managing director of Global Knowledge. "Investing in employee development and enhancing key IT and business skills, will reduce the costs associated with increased staffing or outsourced companies that manage core activities to the business."

"Many of our customers use SFIA as a basis for their competency frameworks. By mapping our courses directly to the respected SFIA initiative, it allows us to confidently expand our reach to companies to help improve efficiencies and competencies of in-house departments." Concluded Allan "It will not only help improve the standing and standard of the IT training industry as a whole but will also give organisations looking for IT training providers the confidence that they're choosing an accredited partner supplier. It can only be a good thing for the industry." a qualification recognised in most countries.

For more information visit www.globalknowledge.co.uk/sfia or www.sfia.org.uk

Working in partnership with organisations to provide a flexible, value for money service

Sustaining business profitability is critical to your long-term success. We can help you meet your short and long-term business objectives by providing the latest tools and resources you need at every stage of your business cycle.

We partner with the world's IT and best practice leaders, including ITSMF, SDI, SFIA, Cisco, Microsoft and VMware. We collaborate with vendors and through our partnerships, ensure we are first to market with new courses and certifications. This means that our customers can be among the first to adopt and, more importantly, maximise new technologies for competitive advantage

"We needed to change our way of working and establish a level of control. Training had become ad hoc with everyone doing their own thing, and we needed to save on spending. This is where Global Knowledge's managed services offering came into its own. They always went beyond its remit to source the very best training and services from all over the country. By creating a level of discipline and control, Global Knowledge set up a consistent and high quality learning development programme for all employees. As a leading partner of choice, it also took on the time-consuming activities that come with a multinational enterprise, such as selecting training partners, managing external suppliers and invoicing. The company also provided a variety of courses with the support and guidance that would ensure Kcom benefited even more from a training perspective.

It's very important to Kcom that each of our employees learn and develop in a way that suits them best. With Global Knowledge we're confident that people are being given the opportunity to take control of their own learning in a cost-effective and timely way, and which benefits the company overall."

Julia Snow, group development consultant at Kcom



Social Media

Connect with Global Knowledge in the world of social media to view the latest IT and training industry updates, links, course information, events, webinars, videos and more. Come and join our community!

Visit www.globalknowledge.co.uk/socialmedia

News and Press Releases

All the latest news, press releases, success stories and more from Global Knowledge. You will also find training industry news within the UK.

Visit www.globalknowledge.co.uk/news

Events

Global Knowledge actively participates in learning events and exhibitions in the UK and abroad in order to give hands-on advice and learning support to our customers. Our attendance at these events is also an opportunity to ensure that we remain at the forefront of the latest technology developments.

Visit www.globalknowledge.co.uk/events



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