

Knowledge Transfer



About SMCE

The Service Management Center of Excellence (SMCE) is a regional organization dedicated to the promotion of a culture of Service Excellence in public and private sectors. To achieve its stated goals, SMCE has aligned with leading local and international authorities in order to accelerate knowledge transfer and build local expertise in the area of Service Management.

The center is devoted to the development of the strategies, techniques, principles and practices of excellence that will enhance individual and organizational performance, and further the advancement and maturity of IT industry in the region.

With our partners throughout the region, SMCE leverages its strong regional network in order to support its efforts of knowledge transfer, and furthering this to enable knowledge creation and sharing, and thus promoting IT Service Management Excellence throughout the region. This long term commitment and dedication is manifested by our goal of achieving success stories that can be shared across industries and entities, both public and private.

Our sensitivity to local culture and regional expertise will ensure that our solutions are localized to adapt to particular needs. By being a vendor neutral entity and platform agnostic, SMCE ensures that its partners are getting exactly what they need without being pushed into acquiring particular solutions and platforms.

SMCE in Middle East



Head Office:
United Arab Emirates

Branches:

- Jordan
- Kuwait
- Lebanon
- Qatar
- Saudi Arabia

Why SMCE?

Approach

Breadth and depth of education

Aligned with regional policies and standards

Proven Implementation experience

High certification pass rates

Putting process into practice

Culture sensitivity and understanding

High degree of customization

Mentoring & coaching approach for consulting

Resources

High quality courseware

Bilingual instructors (Arabic, English)

Scenario and case study based training

Academic or Industry based training approach

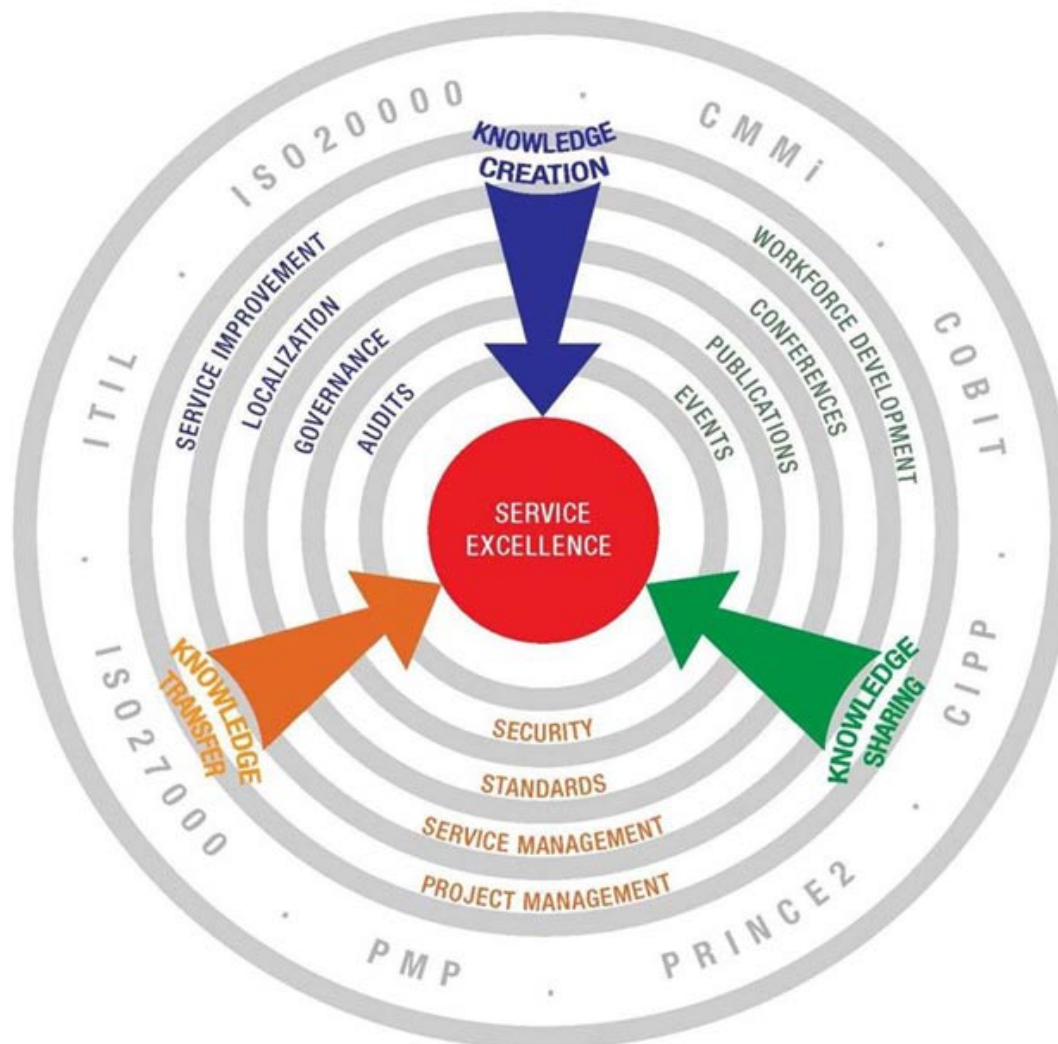
Large pool of instructors



The SMCE Model

Our cycle of achieving a culture of Service Excellence starts with offering a wide range of internationally certified and accredited courses covering various disciplines. These offerings are intended to equip participants with the knowledge and tools to implement internationally recognized standards and best practices at their organizations.

Our training targets all organizational levels, be that the top level decision maker or executive who needs to make quick and knowledgeable decisions, or the customer or end user that needs to be able to utilize the service that they need to accomplish their task. This comprehensive training will put the candidates on the path to achieve their required and internationally accredited certification.

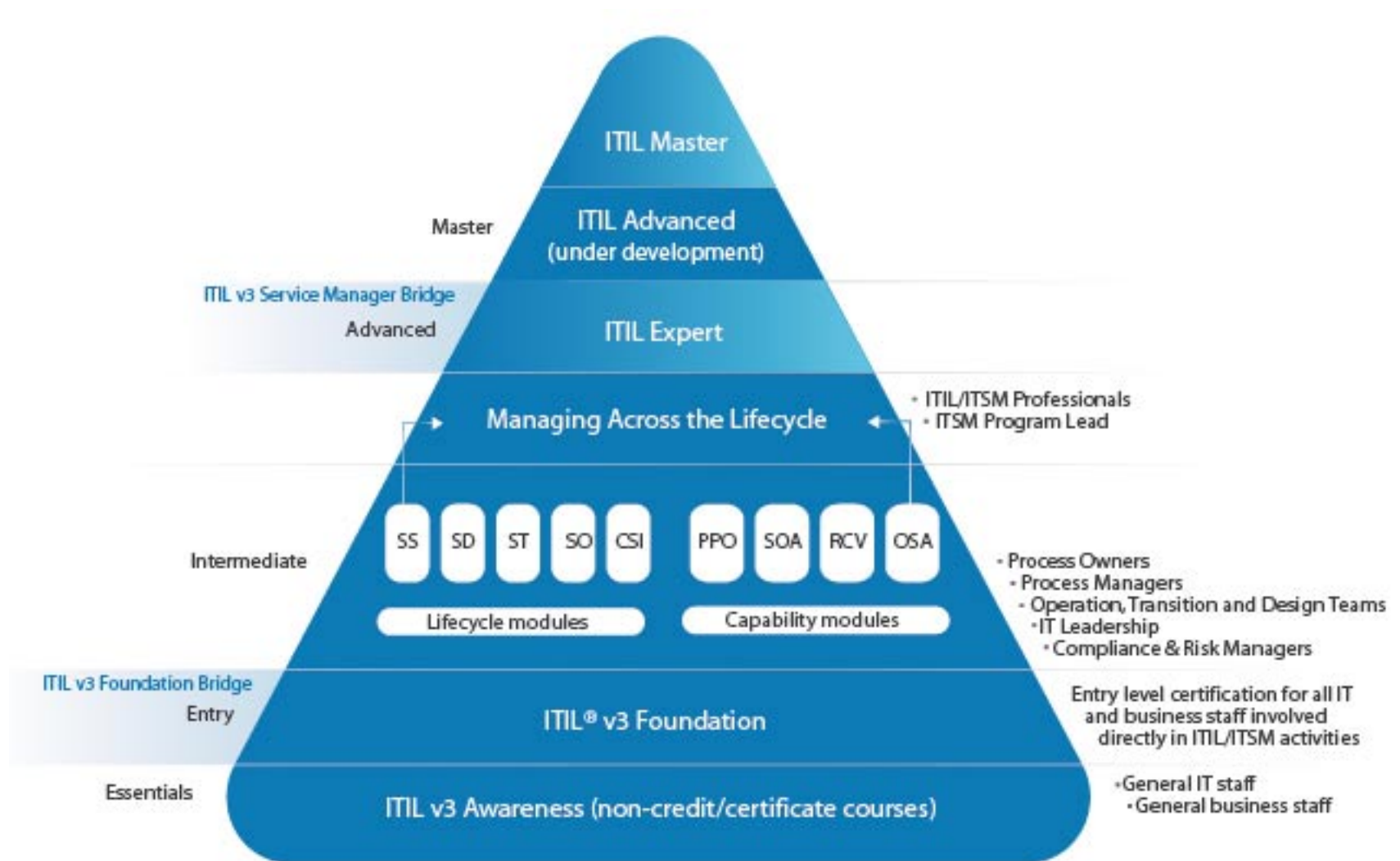


ITIL® v3 Qualifications

ITIL v3

The ITIL v3 qualification scheme will be supported by a Training Credit System. Passing ITIL modules will earn successful candidates training credits towards the new ITIL Expert. You will need to attain 22 credits to receive the ITIL Expert.

The new credit system will award successful candidates credits relevant to the level of examination, e.g. ITIL v3 Foundation – 2 credits; Lifecycle courses – 3 credits each; Capability courses – 4 credits each



ITIL® Courses

Awareness

ITIL v3 Awareness

The ½ day v3 Awareness course provides learners with the unique opportunity to receive an introduction to the concepts of ITIL and ITSM. It provides an overview of the concepts within the ITIL best practices domain while also introducing the key ITIL processes. This non-certificate course explains how ITIL processes are driven by a Service Lifecycle to provide smooth functioning of organizations, thus ensuring high-quality services to their customers. It has been designed for learners who need a basic awareness of ITIL v3 as a general interest, as part of a larger program initiative as opposed to the full certification Foundation course or for those who may not be sure of their future v3 training path and want to assess ITIL / ITSM viability in their organization.

Foundation

ITIL Foundation V3

This exciting and dynamic 3-day course introduces learners to the lifecycle of managing IT services to deliver to business expectations. As well as an engaging, case study based approach to learning the core disciplines of the ITIL best practice, this course also positions the student to successfully complete the associated exam, required for entry into the future ITIL v3 intermediate level training courses.

Lifecycle

Service Strategy (SS)

This 3-day course immerses learners in the overall concepts, processes, policies and methods associated with the Service Strategy phase of the Service Lifecycle. The course covers the management and control of the activities and techniques within the Service Strategy stage, but not the detail of each of the supporting processes. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Service Design (SD)

This 3-day course immerses learners in the overall concepts, processes, policies and methods associated with the Service Design phase of the Service Lifecycle. The course covers the management and control of the activities and techniques within the Service Design stage, but not the detail of each of the supporting processes. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Service Operation (SO)

This 3-day course immerses learners in the overall concepts, processes, policies and methods associated with the Service Operation phase of the Service Lifecycle. The course covers the management and control of the activities and techniques within the Service Operation stage, but not the detail of each of the supporting processes. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Service Transition (ST)

This 3-day course immerses learners in the overall concepts, processes, policies and methods associated with the Service Transition phase of the Service Lifecycle. The course covers the management and control of the activities and techniques within the Service Transition stage, but not the detail of each of the supporting processes. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Continual Service Improvement (CSI)

This 3-day course immerses learners in the overall concepts, processes, policies and methods associated with the Continual Service Improvement (CSI) phase of the Service Lifecycle. It covers the management and control of the activities and techniques within the CSI stage, but not the detail of each of the supporting processes. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the exam.

Capability

Planning, Protection and Optimization Capability (PPO)

This 5-day course immerses learners in the practical aspects of the ITIL® v3 Service Lifecycle and processes associated with the Planning Protection and Optimization of services and service delivery. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices throughout the Service Management Lifecycle. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam

Service Offerings and Agreements Capability (SOA)

This 5-day course immerses learners in the practical aspects of the ITIL® v3 Service Lifecycle and processes associated with the Service Offerings and Agreements of services and service delivery. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices during the Service Management Lifecycle. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam

Operation Support and Analysis Capability (OSA)

This 5-day course immerses learners in the practical aspects of the ITIL® v3 Service Lifecycle and processes associated with the Operational Support and Analysis of services and service delivery. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices in resolution and support of the Service Management Lifecycle.

This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Release, Control and Validation Capability (RCV)

This 5-day course immerses learners in the practical aspects of the ITIL® v3 Service Lifecycle and processes associated with the Release, Control and Validation of services and service delivery. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices during the Service Management Lifecycle. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam

Expert

Managing Across the Lifecycle Course

The Managing Across the Lifecycle Certificate is the final module of the Service Lifecycle and/or Service Capability Intermediate courses that leads to the ITIL Expert in IT Service Management recognition.

ITIL Exams

Foundation

Intermediate

Advanced



COBIT Courses

COBIT Awareness

COBIT Awareness Course

The COBIT Awareness course is a 2-hour introductory training session that addresses the importance of IT governance and the need for an IT control framework. This course introduces COBIT as a comprehensive framework that bridges the gap among business risks, control needs, and technical issues. Users learn how COBIT provides good practices across a domain and process framework that presents activities in a manageable and logical structure. In addition, the course provides information on how COBIT is related to other frameworks, such as ITIL, ISO/IEC 17799, and COSO.

COBIT Foundation

COBIT Foundation Course

The ISACA COBIT Foundation course addresses the benefits of a sound IT governance framework and explains how to realize effective IT governance using the COBIT best practices framework. It explains the COBIT framework using practical examples and a case-study-driven approach. It also addresses all other components of the COBIT toolkit, such as the assurance guide and management guidelines. The course helps professionals understand how to use COBIT in a logical and understandable way and validates this knowledge using an interactive approach. The course includes an exam preparation module, preparing participants to take on the COBIT Foundation exam.

COBIT for Sarbanes-Oxley

COBIT for Sarbanes-Oxley IT Compliance Course™

The Sarbanes-Oxley Act results in a requirement for effective control over IT systems and environments. To ensure effective internal control over financial reporting, controls are needed over IT systems and the environment. Participants who take

this 5-hour, E-learning course learn more about this act and the implications of compliance on the IT organization. The participants also learn how to use COBIT, the COSO-compliant standard, to comply with Sarbanes-Oxley requirements. The course uses a practical roadmap that is complemented with actual industry case studies to outline the steps required to achieve compliance.

COBIT / Val IT Implementation

Implementing IT Governance using COBIT and Val IT

This 2-day classroom implementation workshop is designed for individuals who have a fundamental working knowledge of COBIT but lack practical IT management and governance implementation experience. The course is designed for everyone who plays or would like to play an active role in the implementation of IT Governance using COBIT & Val IT. Attendees benefit from the practical experience and knowledge provided in the course and learn about the roadmap and guidance for implementing IT governance successfully using COBIT. All the components of the roadmap, including scope and planning, will be discussed during the workshop.

COBIT Exam

COBIT Foundation Exam v4,1

The ISACA COBIT Foundation exam is a knowledge test that can be taken online. Candidates passing the exam demonstrate that they understand and master COBIT at a Foundation level. Candidates who complete the ISACA COBIT Foundation course and pass the exam obtain Continuous Professional Education (CPE) credits and a certificate from ISACA.

The exam consists of 40 multiple-choice questions that are tailored to the ISACA COBIT Foundation curriculum, both online and classroom training. To pass the exam, an individual must correctly answer 28 or more questions or attain a score of 70% or higher.



PRINCE2™

PRINCE2:2009 provides an easily tailored and scalable method for the management of all types of projects. It is a structured approach to project management and provides a method for managing projects within a clearly defined framework. Divided into manageable stages, the method enables an efficient control of resources. Being a structured method which is widely recognized and understood PRINCE2 provides a common language for all participants in the project

PRINCE2:2009 Foundation

This 3-day course is aimed at people who work, or would like to work, on projects on a daily basis. It introduces candidates to the PRINCE2 project management methodology.

PRINCE2:2009 Practitioner

This 2-day course is aimed at people who work, or would like

to work, on projects on a daily basis. It provides candidates with practical knowledge of how to manage projects using the PRINCE2 method

PRINCE2 Certification

The PRINCE2 :2009 Foundation Certification exam can be taken at the end of the 3-day PRINCE2 Foundation Course. This is a closed book, 75 question multiple-choice exam, and you require 35 marks to pass the exam. The results will be provided to you immediately after the exam. The PRINCE2 :2009 Practitioner exam is offered at the end of the second day of this course and is a 2,5-hour long open book exam. There are nine questions with 12 marks available per question item and you require 59 marks (out of 108) to pass the exam. The result will not be provided immediately and it will take up to two weeks before your results are known. If you attend the five day combination course, you will also take the Foundation exam at the third day and then continue with the Practitioner course.



ISO 20000

ISO 20000

ISO 20000, formerly called BS 15000, was developed by the British Standards Institution (BSI), an international standards, testing, and certification organization. This new standard allows an organization to demonstrate to its customers and investors that it operates with business integrity and security, and that it fosters a culture of continual quality improvement in IT Service Management.

Achieving Certification

Requirements for ISO/IEC 20000 Certification

The Requirements for ISO/IEC 20000 Certification course provides a comprehensive overview of part 1 of the ISO/IEC 20000 standard and highlights the relevance of Service Quality Management for IT service-providing organizations and departments. The course is designed for professionals who require an overview of the standard and understand the scope and relevance of Service Quality Management. The course uses a case study to explain the principles of ISO/IEC 20000 in a simulated environment. This helps participants understand and relate to ISO/IEC 20000 in a real-world organization.

Achieving ISO/IEC 20000 Certification

This workshop is designed to explore the benefits of achieving ISO/IEC 20000 certification, how to plan for ISO/IEC 20000 certification and helps in defining pointers for making the business case for internal approval. The workshop examines approaches to implementation and potential issues that need to be managed to achieve ISO/IEC 20000. This course does not lead to the ISO/IEC 20000 consultants or auditors certification.

Auditors

ISO/IEC 20000 for Auditors

The training leading to this examination is designed to provide a basic level of knowledge in the ISO/IEC 20000 IT Service Management standard and its application. It is aimed

at practising IT auditors who wish to conduct either internal ISO/IEC 20000 audits or external certification audits for accredited Registered Certified Bodies (RCBs).

This training does not cover audit techniques or issues surrounding the preparation of an organisation for audit. The course covers the interpretation and application of the ISO/IEC 20000 standard. The course prepares students to take on the ISO/IEC 20000 certification exam for Auditors and at the exam will be organized at the end of the course.

Consultants

ISO/IEC 20000 for Consultants

This interactive workshop, leading to the ISO/IEC 20000 Consultants examination, is designed to provide a basic level of knowledge in the ISO/IEC 20000 IT Service Management standard and its application. It is aimed at practicing IT consultants who wish to assist organizations to prepare for certification under the itSMF's ISO/IEC 20000 certification scheme.

The course covers the interpretation and application of the ISO/IEC 20000 standard and enables consultants to develop the Service Management capability of an organization and assess its readiness for certification within the ISO/IEC 20000 certification scheme.



ISO 27001

ISO 27001

ISO/IEC 27001:2005 provides an overview of information security management systems, which form the subject of the information security management system (ISMS) family of standards, and defines related terms. The ISO 270001 standard was published in October 2005, essentially replacing the old BS7799-2 standard. It is the specification for an ISMS, an Information Security Management System. The objective of the standard itself is to "provide a model for establishing, implementing, operating, monitoring, reviewing, maintaining, and improving an Information Security Management System".

ISO/IEC 27001 Information Security Management System Implementation

The objective of this course is to provide delegates with the necessary skills to implement an ISMS that is compliant with the requirements of ISO 17799 (recently renamed ISO 27002) and meets the certification requirements of ISO/IEC 27001. The course will provide delegates with a framework for implementation.

Lead Implementer ISO/IEC 27001

The objective of this course is to provide delegates with the necessary skills and tools to implement an ISMS that meets the certification requirements of ISO/IEC 27001:2005 and is based on the code of practice defined by ISO 17799. The course will prepare delegates for the ISO/IEC 27001 Lead Implementer Certificate and provide delegates with useful tools and a reference framework for implementation.

Auditors

Internal Auditor: ISO/IEC 27001

This innovative two-day course provides a solid foundation in all aspects of the audit process. Stage by stage delegates are taken through a structured programme that includes a balance of theory and practice using a combination of workshops and practical exercises enabling delegates to gain an understanding of the key activities for auditing.

ISO/IEC 27001 Auditor/ Lead Auditor (IRCA Certified)

Auditing is crucial to the success of any management system. As a result, it carries with it heavy responsibilities, tough challenges and complex problems. This five-day intensive course prepares delegates for the qualification process for ISO/IEC 27001 and trains them on how to conduct audits for Certification Bodies. It also empowers them to give practical help and information to those who are working towards compliance and certification.



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