

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Master Certificate in IT Service Management (ITSM)

Leadership Level



LAPT — London Academy of Professional Training

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Reference IT-ISM-L • IT Centres

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AT A GLANCE

REFERENCE	IT-ISM-L
AWARD	Certificate
ASSESSMENT	430 marks — 258 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1

Advanced IT Operations

5 chapters · 30 classes 65 marks

• 1 Understanding IT Operations in Enterprise Environments — 6 classes

› 1.1 Exploring the Fundamentals of IT Operations

› 1.2 Analyzing Key Components of Enterprise IT Infrastructure

› 1.3 Evaluating the Role of IT Operations in Business Processes

› 1.4 Understanding IT Operations Management Tools

› 1.5 Implementing Effective IT Operations Strategies

› 1.6 Assessing IT Operations Performance and Metrics

• 2 Advanced Infrastructure Management Techniques — 6 classes

› 2.1 Understanding Advanced Infrastructure Automation

› 2.2 Implementing Scalable Network Solutions

› 2.3 Analyzing Virtualization Technologies in Depth

› 2.4 Optimizing Cloud Resource Management Strategies

› 2.5 Securing Infrastructure with Advanced Techniques

› 2.6 Evaluating Disaster Recovery and Continuity Plans

• 3 Optimizing IT Processes through Automation and Integration — 6 classes

› 3.1 Understanding IT Process Optimization

› 3.2 Identifying Opportunities for Automation in IT Operations

› 3.3 Exploring Integration Technologies and Techniques

› 3.4 Designing Sustainable Automated Workflows

› 3.5 Implementing Integrated IT Solutions

› 3.6 Evaluating Impact and Continuous Improvement in IT Process Automation

• 4 Risk Management and IT Operational Resilience — 6 classes

› 4.1 Understanding Risk in IT Operations

› 4.2 Identifying Threats and Vulnerabilities

› 4.3 Analyzing Impact and Probability of Risks

› 4.4 Implementing Risk Mitigation Strategies

› 4.5 Developing IT Operational Resilience Plans

› 4.6 Evaluating Resilience through Scenario Planning

• 5 Leading and Transforming IT Operations Teams — 6 classes

› 5.1 Understanding IT Operations Leadership Roles

› 5.2 Analyzing Current IT Operational Challenges

› 5.3 Developing a Vision for IT Operations Teams

› 5.4 Implementing Effective Communication Strategies

› 5.5 Applying Change Management Techniques in IT Operations

› 5.6 Measuring Success and Continuous Improvement

• 1 Introduction to IT Service Innovation — 6 classes

- › 1.1 Defining IT Service Innovation
- › 1.2 Identifying Key Drivers for Innovation in IT Services
- › 1.3 Exploring Current Trends in IT Service Innovation
- › 1.4 Assessing the Role of Leadership in IT Service Innovation
- › 1.5 Analyzing Case Studies of Successful IT Service Innovations
- › 1.6 Applying Innovation Principles to IT Service Management

• 2 Frameworks and Methodologies for Service Innovation — 6 classes

- › 2.1 Understanding IT Service Innovation Concepts
- › 2.2 Analyzing Key Frameworks in IT Service Innovation
- › 2.3 Exploring Methodologies for Driving Service Innovation
- › 2.4 Comparing Traditional and Agile Approaches
- › 2.5 Implementing Frameworks in Service Innovation Projects
- › 2.6 Evaluating the Impact of Innovation Frameworks

• 3 Design Thinking and Customer-Centric Innovation — 6 classes

- › 3.1 Understanding Design Thinking Principles in ITSM
- › 3.2 Identifying Customer Needs Through Empathy Mapping
- › 3.3 Generating Innovative Solutions with Ideation Techniques
- › 3.4 Prototyping Customer-Centric IT Service Innovations
- › 3.5 Testing and Refining Innovations in IT Service Design
- › 3.6 Implementing Customer Feedback for Continuous Improvement

• 4 Leveraging Emerging Technologies for IT Service Innovation — 6 classes

- › 4.1 Understanding Emerging Technologies in IT Services
- › 4.2 Identifying Opportunities for Innovation with New Tech
- › 4.3 Analyzing the Impact of Emerging Technologies on Service Delivery
- › 4.4 Designing Innovative IT Service Solutions
- › 4.5 Implementing Emerging Technologies in IT Services
- › 4.6 Evaluating the Success of Technology-Driven Innovations

• 5 Implementing and Measuring IT Service Innovation — 6 classes

- › 5.1 Understanding IT Service Innovation Concepts
- › 5.2 Identifying Opportunities for Service Innovation
- › 5.3 Designing an IT Service Innovation Plan
- › 5.4 Implementing Innovative IT Services
- › 5.5 Measuring the Impact of IT Service Innovations
- › 5.6 Continuously Improving IT Service Innovations

• 1 Foundations of Leadership in IT — 6 classes

- › 1.1 Understanding Leadership Roles in IT
- › 1.2 Exploring Core Competencies of IT Leaders
- › 1.3 Recognizing Leadership Styles in Technology Environments
- › 1.4 Communicating Effectively within IT Teams
- › 1.5 Implementing Decision-Making Processes in IT Leadership
- › 1.6 Evaluating Leadership Impact on IT Service Management

• 2 Leadership Styles and Their Impact on IT Teams — 6 classes

- › 2.1 Understanding Leadership Styles in IT Environments
- › 2.2 Exploring the Role of Transformational Leadership
- › 2.3 Analyzing Transactional Leadership in IT Teams
- › 2.4 Examining the Impact of Servant Leadership
- › 2.5 Comparing Autocratic and Democratic Leadership Styles
- › 2.6 Applying Leadership Styles to Enhance IT Team Performance

• 3 Developing Strategic Vision in IT Services — 6 classes

- › 3.1 Understanding Strategic Vision in IT Services
- › 3.2 Analyzing the Role of Leadership in Developing IT Vision
- › 3.3 Identifying Key Components of an IT Strategic Plan
- › 3.4 Crafting a Compelling IT Vision Statement
- › 3.5 Aligning IT Strategy with Business Objectives
- › 3.6 Evaluating and Adapting IT Strategic Visions

• 4 Fostering a Collaborative IT Culture — 6 classes

- › 4.1 Understanding the Foundations of Collaborative IT Culture
- › 4.2 Identifying Key Roles in Collaborative IT Teams
- › 4.3 Implementing Communication Strategies for IT Collaboration
- › 4.4 Developing Trust and Inclusivity in IT Workgroups
- › 4.5 Leveraging Technology for Enhanced Team Collaboration
- › 4.6 Evaluating and Sustaining a Collaborative IT Culture

• 5 Change Management and Leadership in IT Projects — 6 classes

- › 5.1 Understanding Change Management in IT Projects
- › 5.2 Identifying Change Drivers in IT Initiatives
- › 5.3 Assessing the Impact of Change on IT Teams
- › 5.4 Developing Strategies for Effective Change Leadership
- › 5.5 Implementing Change Management Frameworks in IT
- › 5.6 Evaluating Change Success and Continuous Improvement

• 1 Understanding Process Improvement Concepts and Principles —

6 classes

- › 1.1 Exploring the Fundamentals of Process Improvement
- › 1.2 Identifying Key Process Improvement Models
- › 1.3 Analyzing Process Improvement Principles
- › 1.4 Assessing the Role of Leadership in Process Improvement
- › 1.5 Evaluating Process Improvement Tools and Techniques
- › 1.6 Applying Process Improvement Strategies in Real Scenarios

• 2 Identifying and Analyzing Improvement Opportunities —

6 classes

- › 2.1 Understanding Process Improvement Fundamentals
- › 2.2 Identifying Key Areas for Improvement
- › 2.3 Analyzing Current Processes for Efficiency
- › 2.4 Evaluating Improvement Opportunities
- › 2.5 Prioritizing Process Improvement Initiatives
- › 2.6 Applying Tools for Effective Process Analysis

• 3 Process Mapping and Modeling Techniques —

6 classes

- › 3.1 Understanding Process Mapping Fundamentals
- › 3.2 Identifying and Analyzing Key Processes
- › 3.3 Exploring Process Modeling Tools and Techniques
- › 3.4 Developing Effective Process Flow Diagrams
- › 3.5 Integrating Process Mapping into Improvement Strategies
- › 3.6 Applying Process Models in Real-World Scenarios

• 4 Implementing Process Improvements in ITSM —

6 classes

- › 4.1 Understanding Process Improvement in ITSM
- › 4.2 Identifying Areas for ITSM Process Enhancement
- › 4.3 Mapping Current ITSM Processes for Improvement
- › 4.4 Developing Effective Process Improvement Strategies
- › 4.5 Implementing Process Changes in ITSM
- › 4.6 Evaluating Outcomes of ITSM Process Improvements

• 5 Evaluating and Sustaining Improved Processes —

6 classes

- › 5.1 Understanding the Importance of Process Evaluation
- › 5.2 Identifying Key Performance Indicators for Process Improvement
- › 5.3 Analyzing Data to Measure Process Effectiveness
- › 5.4 Implementing Feedback Loops for Continuous Improvement
- › 5.5 Creating Strategies to Sustain Process Improvements
- › 5.6 Assessing the Role of Leadership in Process Sustainability

• 1 Strategic Alignment of IT Services with Business Goals —

6 classes

- › 1.1 Understanding IT Service and Business Goal Integration
- › 1.2 Identifying Key Business Goals Through IT Services
- › 1.3 Analyzing the Importance of Strategic Alignment
- › 1.4 Developing Strategies for Aligning IT with Business Objectives
- › 1.5 Evaluating the Impact of IT on Strategic Business Goals
- › 1.6 Implementing Best Practices for Sustained Strategic Alignment

• 2 Designing and Implementing Effective IT Service Management Strategies —

6 classes

- › 2.1 Understanding the Framework of IT Service Management
- › 2.2 Identifying and Analyzing Stakeholder Needs
- › 2.3 Developing Strategic Goals for IT Services
- › 2.4 Designing Effective ITSM Processes and Workflows
- › 2.5 Leveraging Technology for Strategic Service Improvements
- › 2.6 Implementing and Monitoring ITSM Strategies

• 3 Optimizing IT Service Delivery and Performance Metrics —

6 classes

- › 3.1 Understanding Key IT Service Metrics
- › 3.2 Analyzing Current IT Service Delivery Models
- › 3.3 Identifying Areas for Performance Improvement
- › 3.4 Implementing Strategies for Enhanced IT Services
- › 3.5 Measuring the Impact of Service Adjustments
- › 3.6 Reviewing and Refining Performance Metrics

• 4 Leadership and Change Management in IT Service Transformation —

6 classes

- › 4.1 Understanding Leadership Roles in IT Service Management
- › 4.2 Exploring the Dynamics of Change in IT Services
- › 4.3 Identifying and Overcoming Resistance to IT Change
- › 4.4 Cultivating a Culture of Continuous Improvement in IT Teams
- › 4.5 Developing Strategic Vision and Communication for Change
- › 4.6 Implementing Effective Change Management Strategies in IT

• 5 Risk Management and Continuous Improvement in Strategic ITSM —

6 classes

- › 5.1 Understanding Risk in IT Service Management
- › 5.2 Identifying and Assessing ITSM Risks
- › 5.3 Mitigation Strategies for ITSM Risks
- › 5.4 Implementing Risk Management Processes in ITSM
- › 5.5 Foundations of Continuous Improvement in ITSM
- › 5.6 Leveraging Continuous Improvement for Strategic Advantage

• 1 Fundamentals of Technology Integration in ITSM — 6 classes

- › 1.1 Understanding the Role of Technology in ITSM
- › 1.2 Identifying Key Technologies Used in IT Service Management
- › 1.3 Analyzing the Benefits of Technology Integration in ITSM
- › 1.4 Exploring Technology Integration Best Practices
- › 1.5 Overcoming Challenges in Technology Integration for ITSM
- › 1.6 Implementing Technology Integration Strategies in IT Service Management

• 2 Aligning ITSM Processes with Technology Solutions — 6 classes

- › 2.1 Understanding ITSM and Technology Solutions
- › 2.2 Identifying Key ITSM Processes
- › 2.3 Mapping ITSM Processes to Technology Solutions
- › 2.4 Leveraging Technology for Process Efficiency
- › 2.5 Assessing Alignment of ITSM with Technology
- › 2.6 Integrating Feedback for Continuous Improvement

• 3 Tools and Platforms for IT Service Automation — 6 classes

- › 3.1 Understanding IT Service Automation Basics
- › 3.2 Exploring Key ITSM Tools and Platforms
- › 3.3 Analyzing Platform Features for Service Automation
- › 3.4 Implementing Automation in IT Service Workflows
- › 3.5 Evaluating the Impact of Automation on Service Delivery
- › 3.6 Optimizing IT Operations with Integrated Platforms

• 4 Managing Technology Change in ITSM Environments — 6 classes

- › 4.1 Understanding Technology Change Fundamentals in ITSM
- › 4.2 Analyzing Impacts of Technology Change on ITSM Processes
- › 4.3 Identifying Stakeholders in Technology Change Management
- › 4.4 Developing Strategies for Effective Technology Change Implementation
- › 4.5 Managing Resistance to Technology Changes in ITSM Environments
- › 4.6 Evaluating Success of Technology Changes in ITSM

• 5 Evaluating and Optimizing Technology Integration — 6 classes

- › 5.1 Understanding Technology Integration Models
- › 5.2 Identifying Current Technology Utilization
- › 5.3 Assessing Technology Effectiveness
- › 5.4 Analyzing Integration Gaps
- › 5.5 Developing Optimization Strategies
- › 5.6 Implementing and Monitoring Improvements