



# Practice manager certifications



## Les acteurs du référentiel et de la certification



[www.axelos.com](http://www.axelos.com) (UK)

- Auteur des publications du référentiel ITIL et d'autres référentiels
- Autorité du schéma de certification ITIL, des programmes de cours (Syllabus) et des examens ITIL



<http://www.PeopleCert.org> (Chypre)

- Un des leaders mondiaux dans l'industrie de la certification (180 pays)
- Partenaire exclusif d'AXELOS depuis le 1/1/2018 et propriétaire d'Axelos depuis juin 2021
- Livre et corrige les examens de certification, délivre et gère les certificats dans une relation personnelle avec les candidat(e)s
- PeopleCert est aussi l'autorité des référentiels de management Lean et Six-Sigma

## Les acteurs du référentiel et de la certification



La certification qualité a été délivrée au titre  
de la catégorie suivante : actions de formation



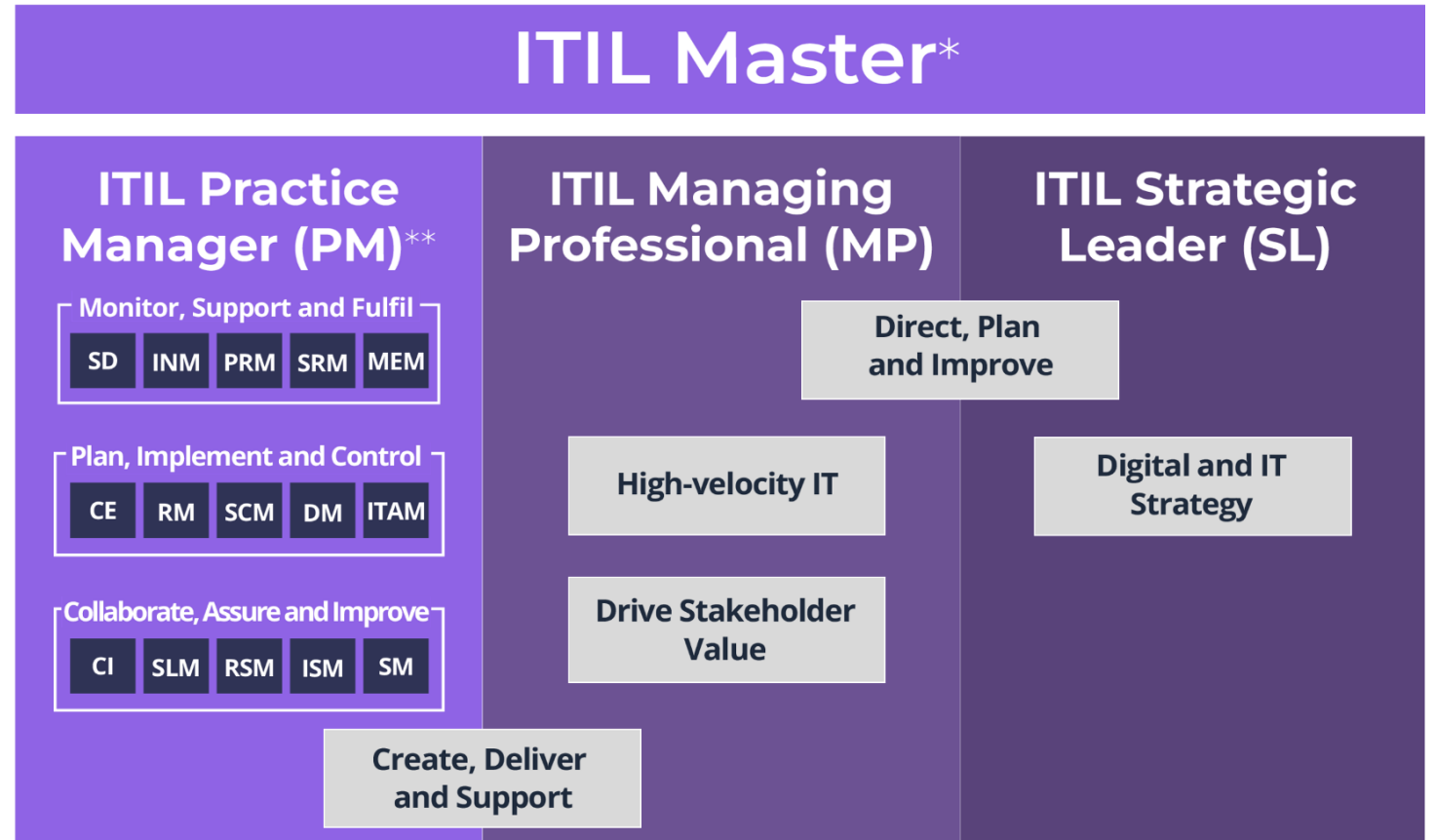
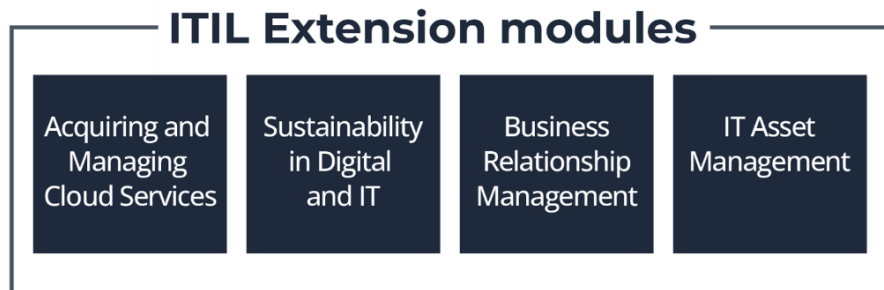
[www.fctsolutions.com](http://www.fctsolutions.com) (France)

- Organisme de Formation et de Certification ITIL® accrédité depuis 2005

ITIL, Agile (Scrum, Safe) , DevOps (Found, SRE), Cybersécurité (ISO 27001, 27005), Prince 2, Management et Environnement durable (ISO 14001,26000, 50001)

- 1er Centre ITIL français depuis 2008, Top 3 des Centres ITIL européens
- Agréé par toute la réglementation française de la formation professionnelle (gouvernance Qualiopi)
- Formateurs et superviseurs, formé (e)s en continu et accrédité (e)s en continu par AXELOS et PeopleCert

# Le parcours d'apprentissage ITIL



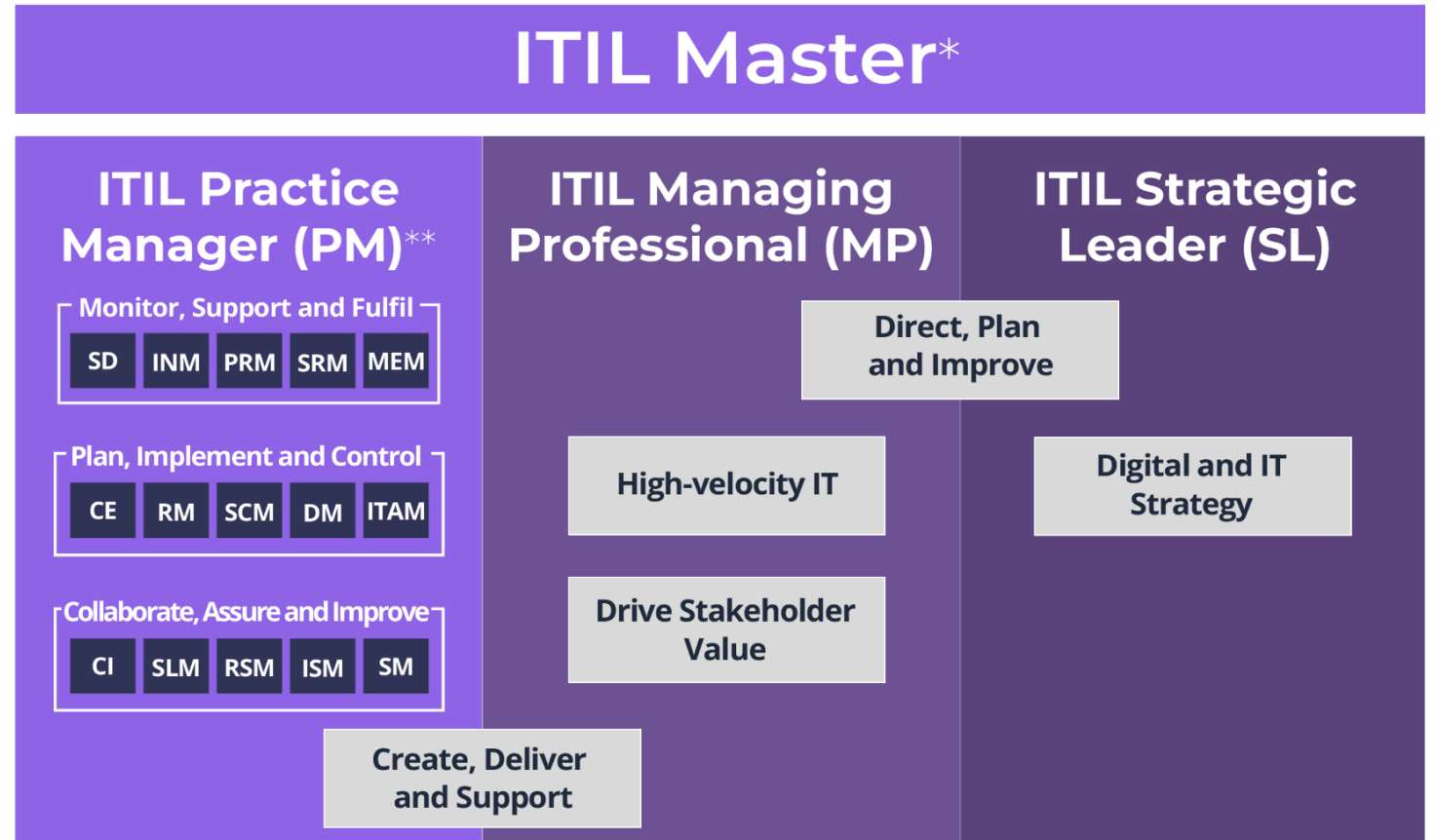
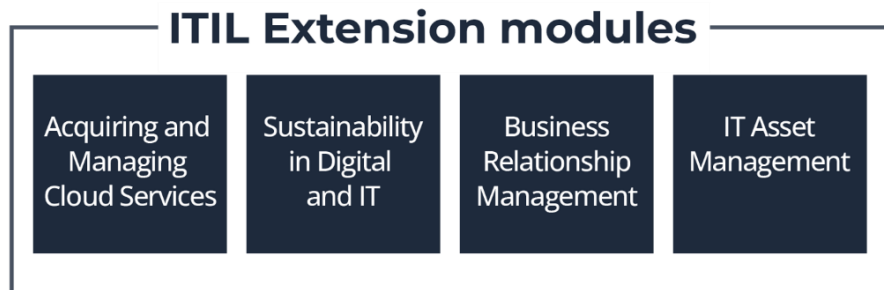
**ITIL Foundation**

**ITIL Overview\*\*\***

\* ITIL4 Master will be awarded to candidates who achieve the Practice Manager (PM), Managing Professional (MP), and Strategic Leader (SL) designations.

\*\* To be awarded the Practice Manager designation, a candidate must achieve ITIL MP CDS certificate and ANY five practice-based certifications, OR ITIL MP CDS certificate and any ONE of the pre-bundled

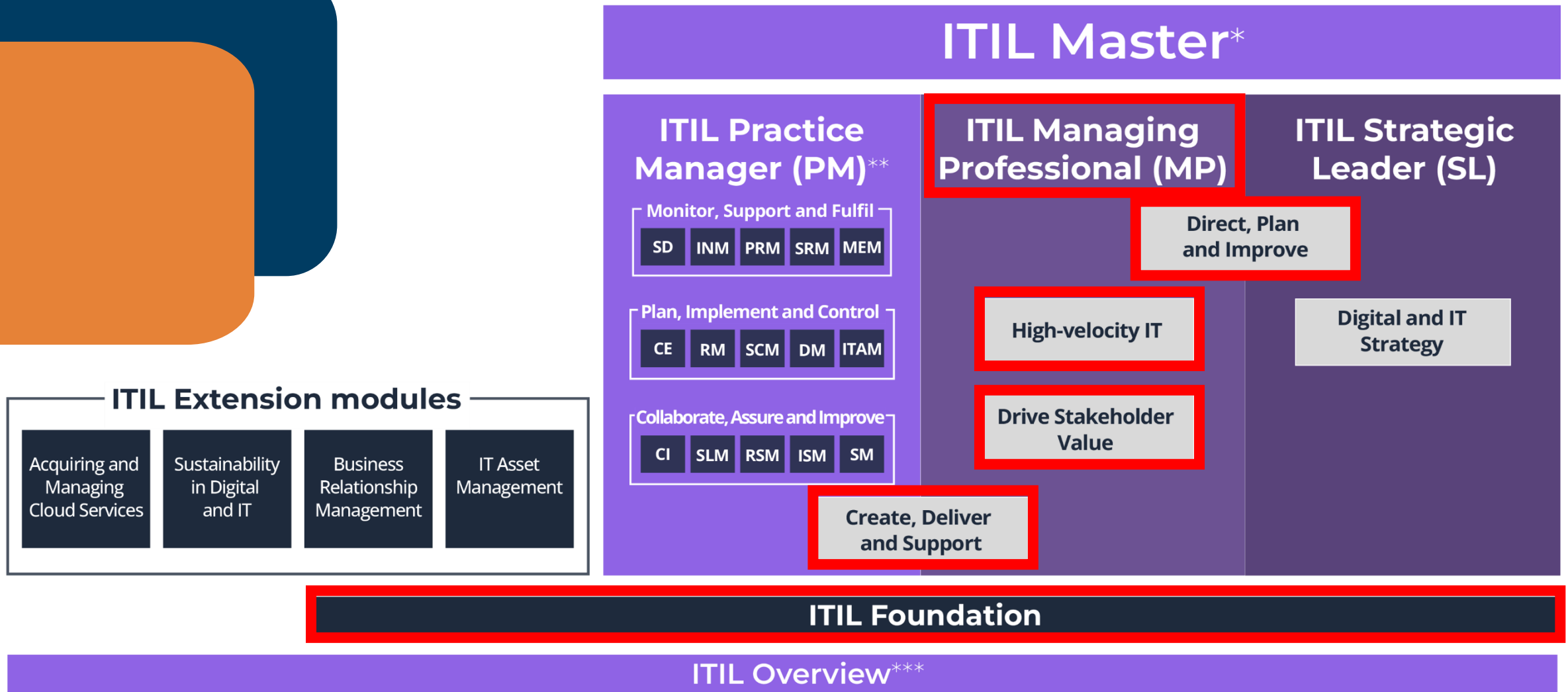
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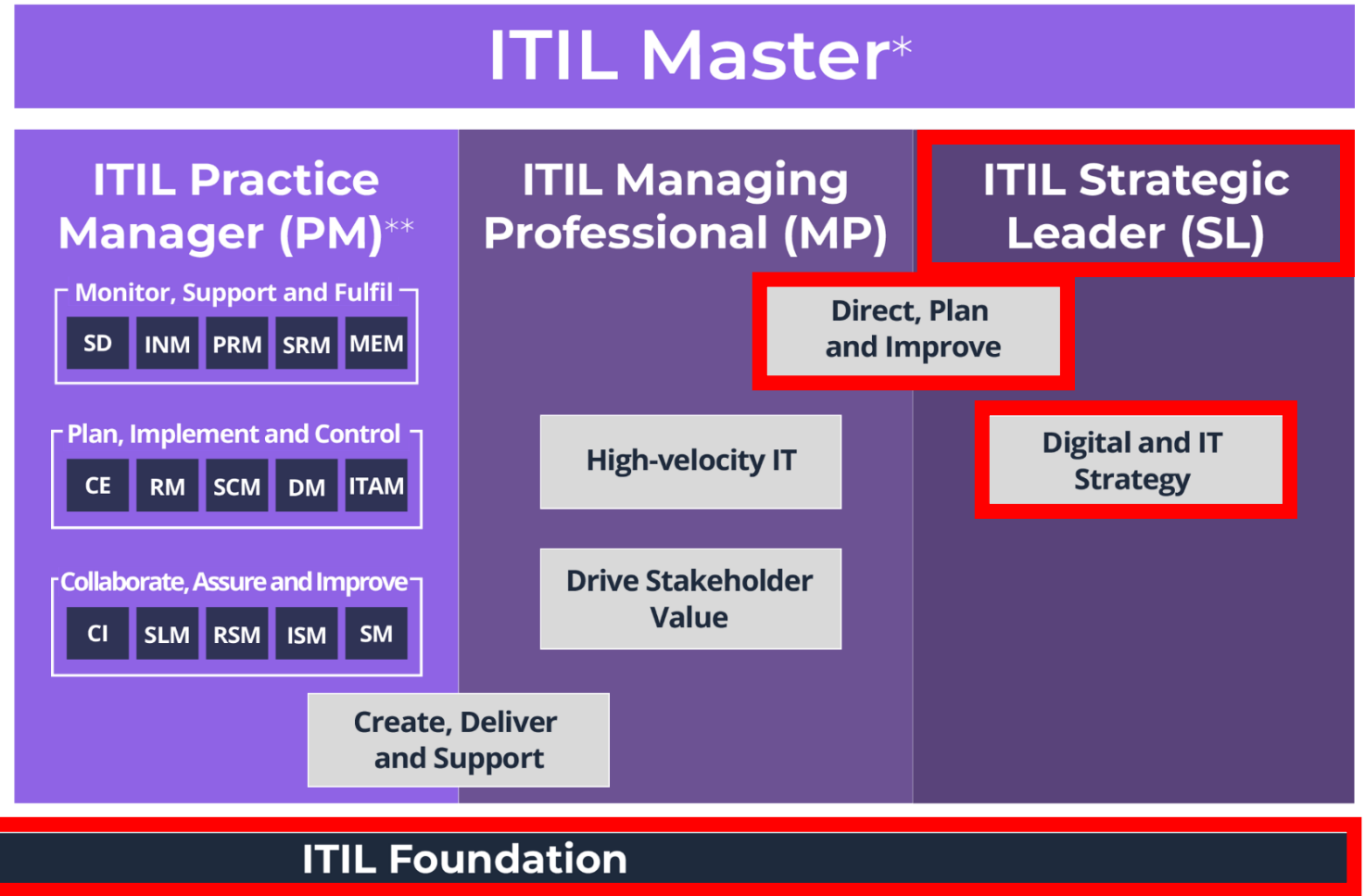
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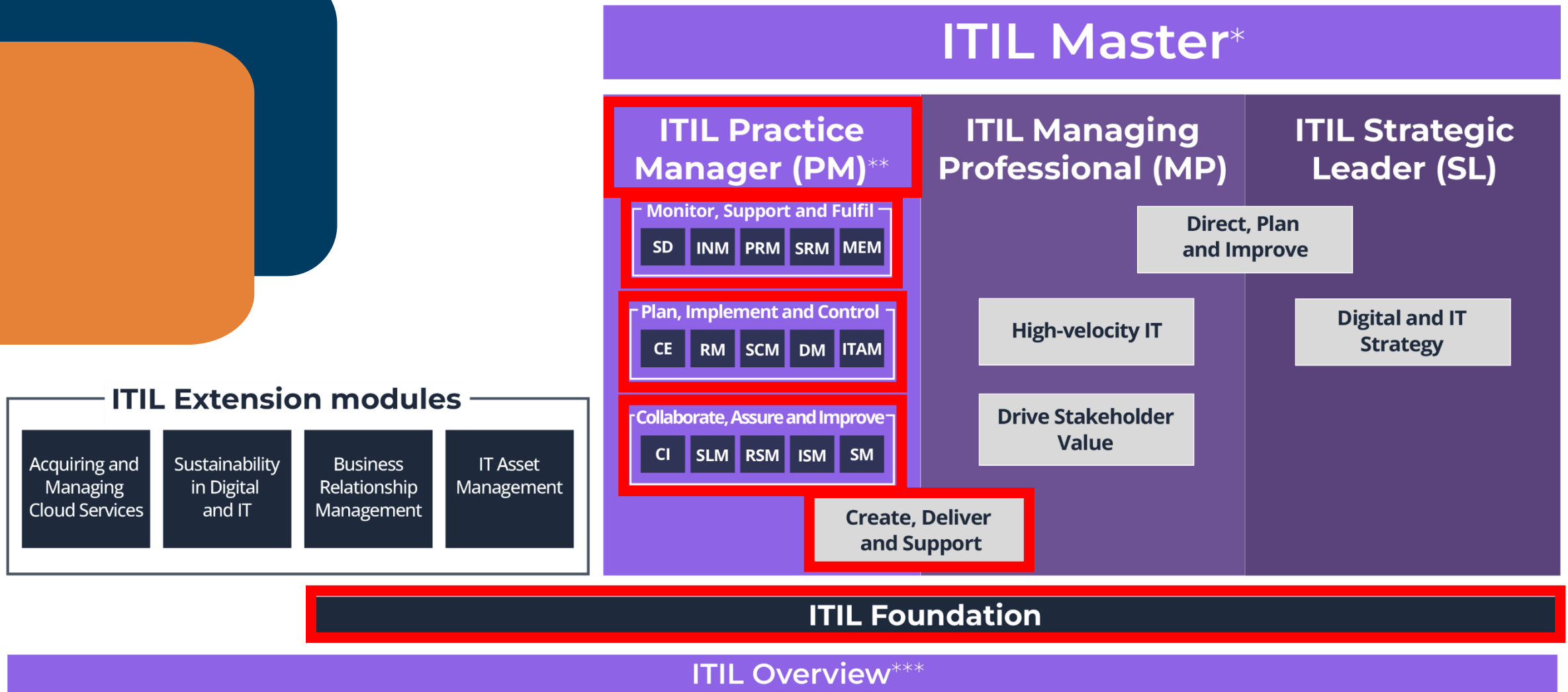


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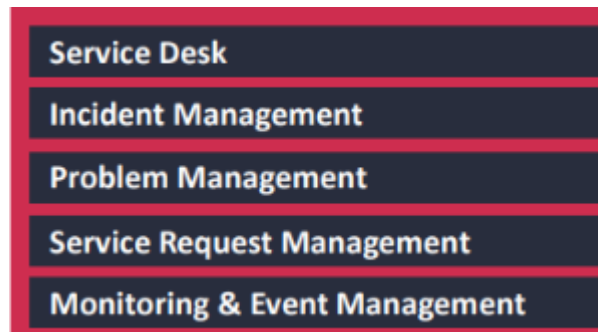
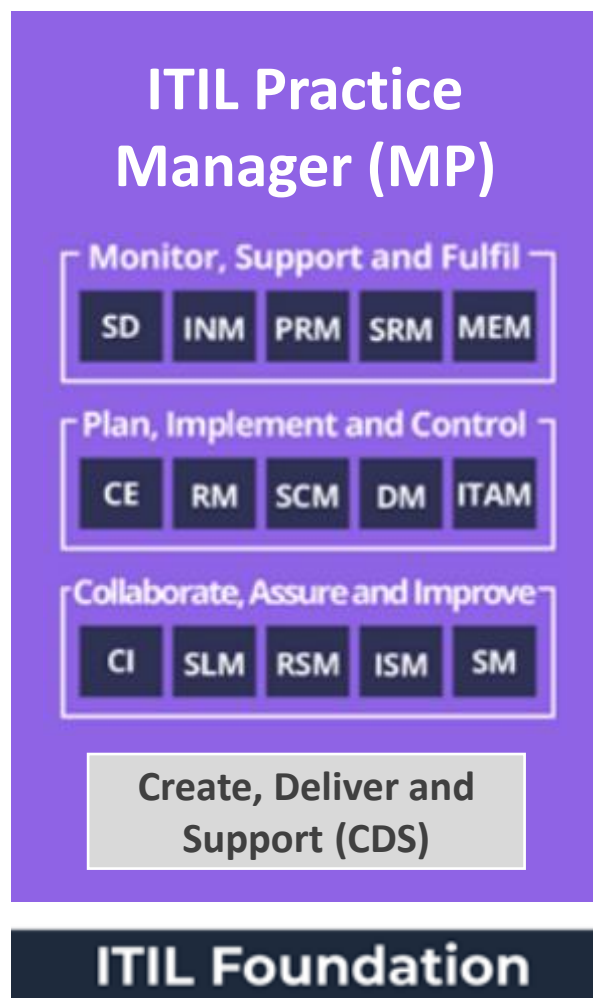


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# Practice Manager : maitriser 5 pratiques ITIL



*Mis à jour en mars 2023*



*Mis à jour en juillet 2023*



*Mis à jour en octobre 2023*

# 15 pratiques mises à jour en 2023



5 pratiques « run »

5 pratiques « build »

5 pratiques « générales »

3 certifications



## La certification MSF

### Monitor, Support & Fulfil

Service Desk

Incident Management

Problem Management

Service Request Management

Monitoring & Event Management

- 3 jours de formation
- Examen de 90 minutes / 60 questions  
65 % pour réussir, soit 39 / 60

## La certification PIC

### Plan, Implement & Control

Change Enablement

Release Management

Service Configuration Management

Deployment Management

IT Asset Management

- 3 jours de formation
- Examen de 90 minutes / 60 questions  
65 % pour réussir, soit 39 / 60

## La certification CAI

### Collaborate, Assure & Improve

Continual Improvement

Service level Management

Relationship Management

Information Security Management

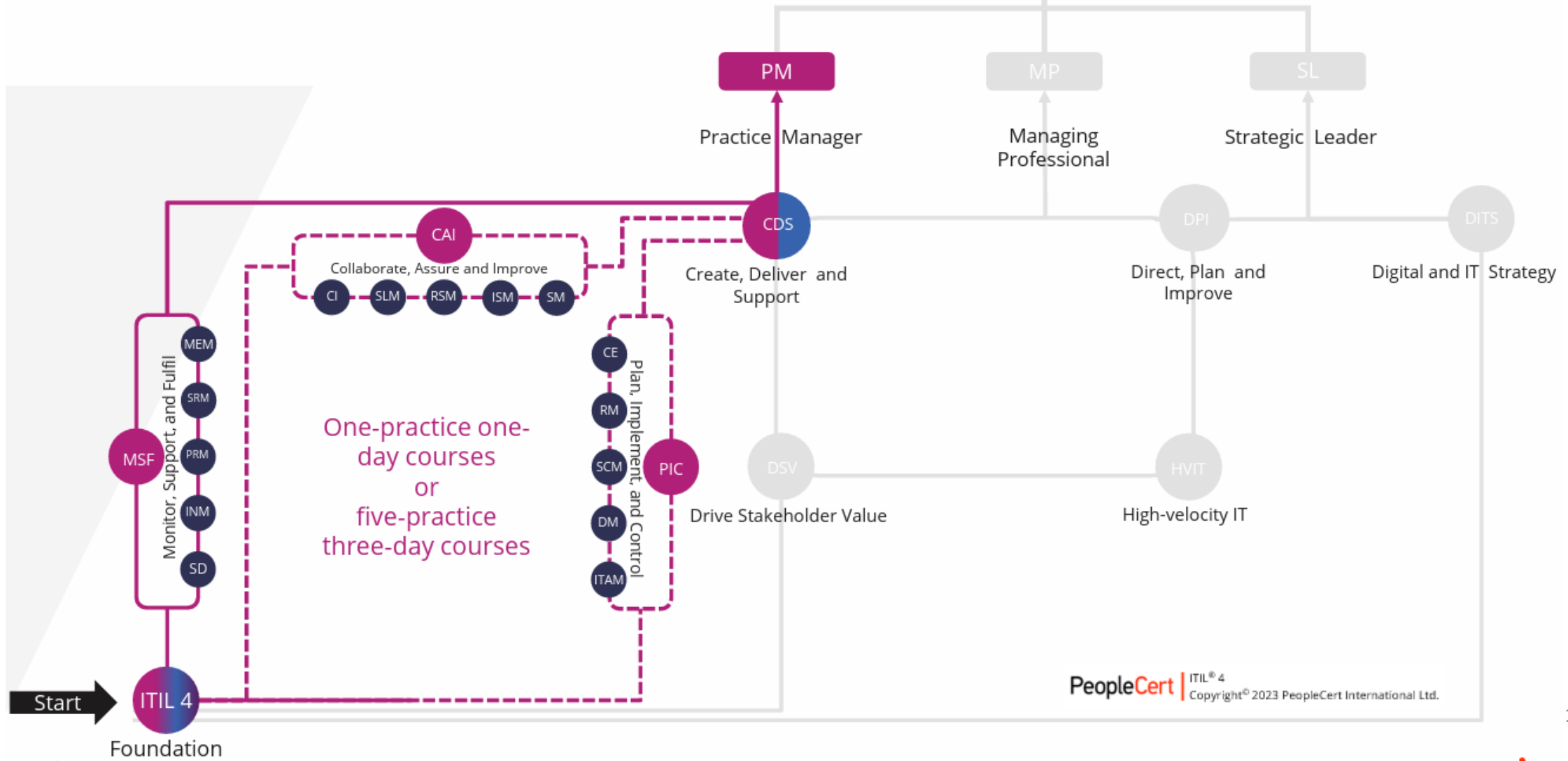
Supplier Management

- 3 jours de formation
- Examen de 90 minutes / 60 questions  
65 % pour réussir, soit 39 / 60



**Practitioner's routes:** Foundation + 5 Practices + CDS = Practice Manager

**Master's designation:** Practice Manager + Managing Professional + Strategic Leader = ITIL Master



# Les pratiques

## La structure d'un practice guide

- **General information**
  - Purpose and description
  - Terms and concepts
  - Scope
  - Practice success factors
  - Key metrics
- **Value streams and processes**
  - Processes
  - **Value stream contribution**
- **Organization and people**
  - Roles, competencies, and responsibilities
  - **Organizational structures and teams**
- **Information and technology**
  - Information exchange
  - **Automation and tooling**
- **Partners and suppliers**
- **Capability assessment and development**
  - Capability levels
  - Capability self assessment
  - Capability development
- **Recommendations for practice success**





- Definition
- **PSF**
- Processus
- Flux de valeur
- Les rôles
- Organisation
- Automatisation
- Maturité
- Amélioration

# Les Practice Success Factors (PSF)

## Continually improving incident management

**Why?**

- To improve efficiency
- To share knowledge
- To improve user and customer satisfaction

**How?**

- Periodic review of incidents over the period
- Individual post-closure review of major, new, and outstanding incidents
- Review and improvement of the incident models
- Work with other practices in the service value stream

Review and improvement depend on concurrent, complete, and comprehensive incident data.

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## The key PSF metrics (2/3)

To understand if incidents are **resolved quickly and efficiently**, measure:

- Time between incident detection and acceptance for diagnosis
- Time of diagnosis
- Number of reassignments
- Percentage of waiting time in the overall incident handling time
- First-time resolution rate
- Meeting the agreed resolution time
- User satisfaction with incident handling and resolution
- Percentage of incidents resolved automatically
- Percentage of incidents resolved before being reported by users.

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## The key PSF metrics (1/3)

To understand if incidents are **detected early**, measure:

- Time between incident occurrence and detection
- Percentage of incidents detected via monitoring and event management

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## The key PSF metrics (3/3)

To understand if incident management is **continually improved**, measure:

- Percentage of incident resolutions using previously identified and recorded solutions
- Percentage of incidents resolved using incident models
- Improvement of the key practice indicators over time
- Balance between the speed and effectiveness metrics for incident resolution

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## Incident management practice success factors

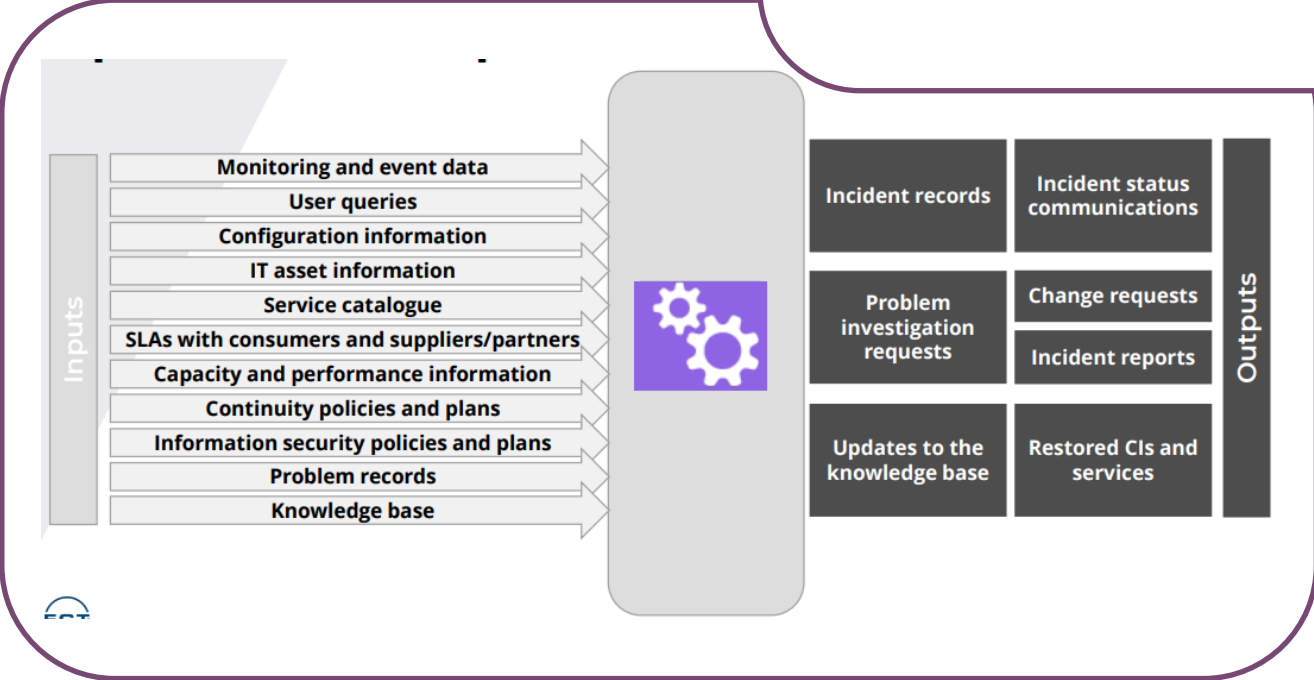
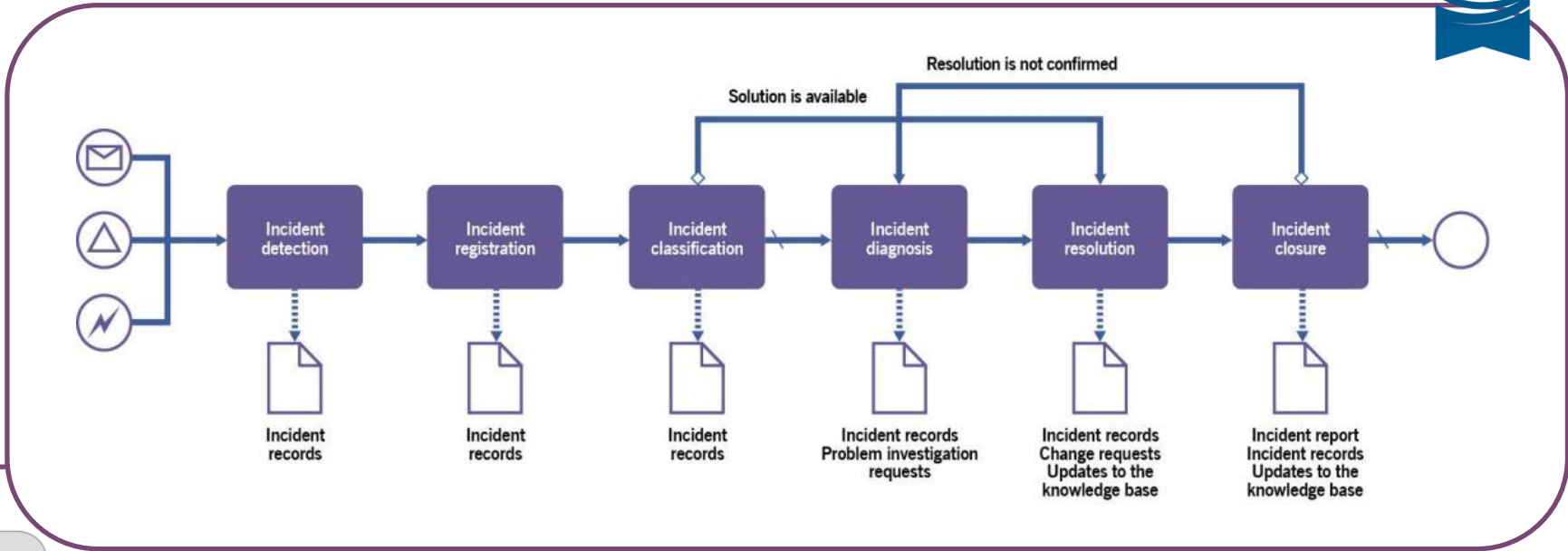
For the incident management practice to achieve its purpose, the service provider needs to:

- Detect incidents early**
- Resolve incidents quickly and efficiently**
- Continually improve incident management**

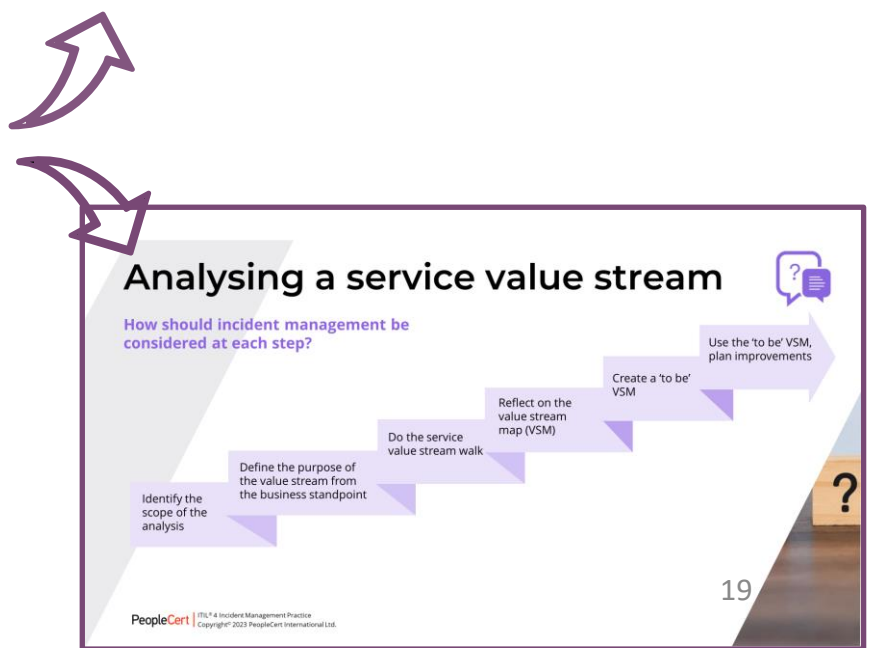
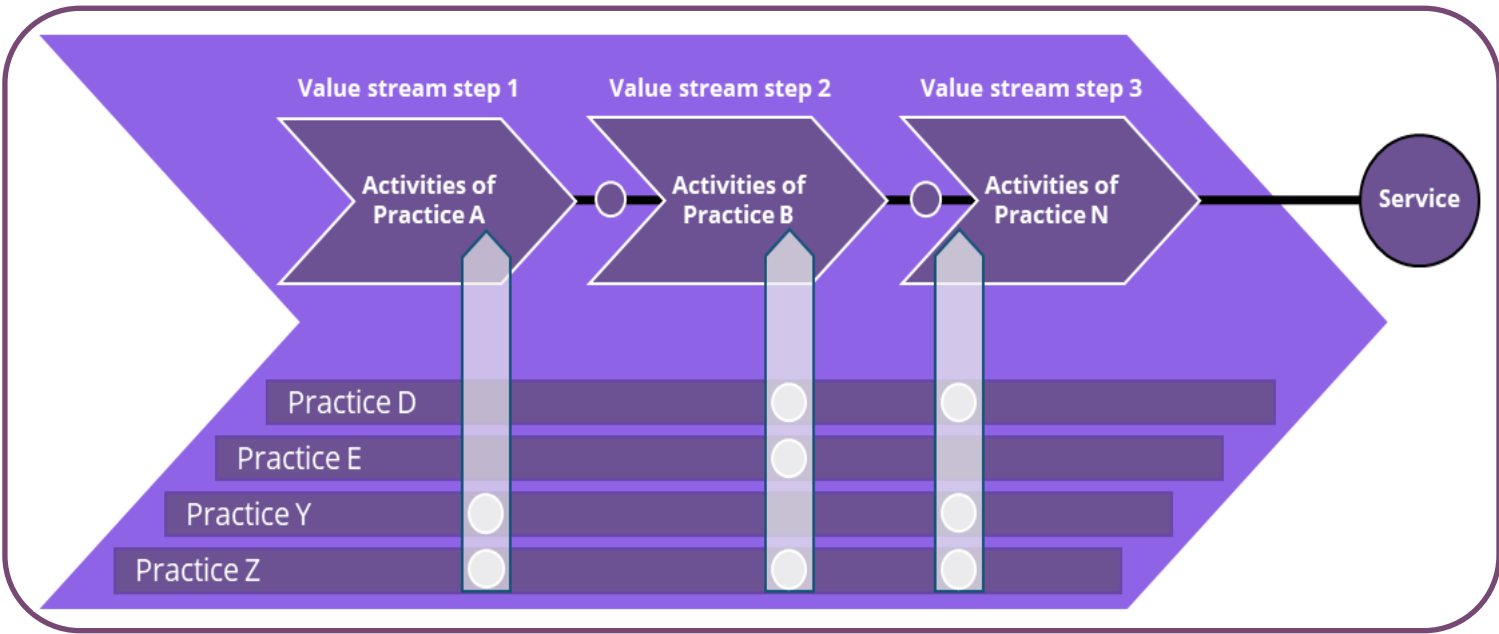
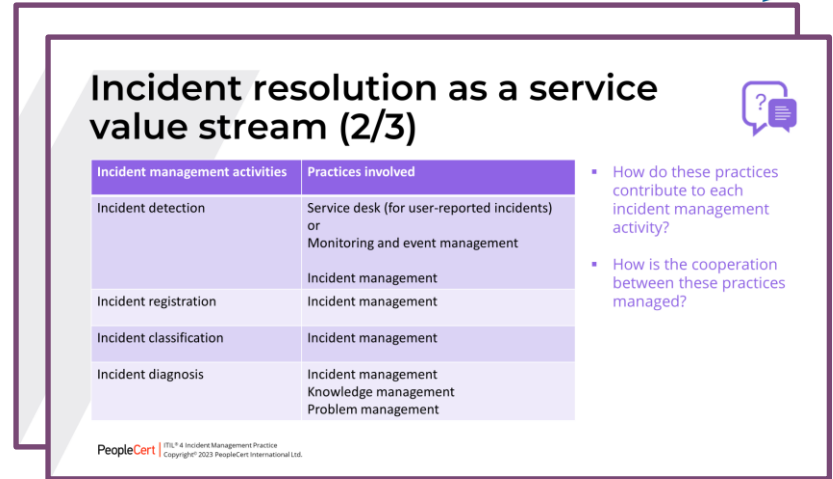
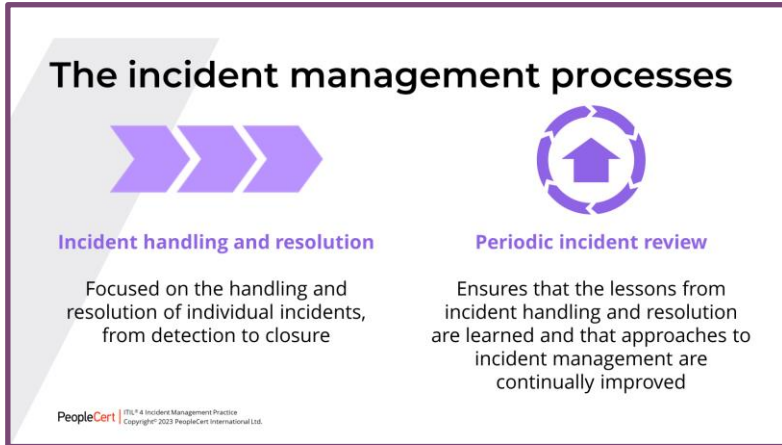
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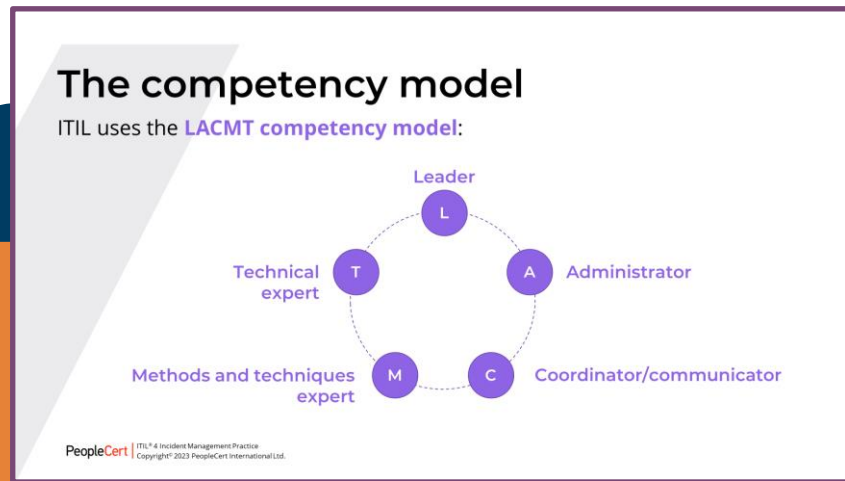
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## Incident manager

**Dedicated person** or a **team** responsible for all or many incidents.

**Typical responsibilities:**

- coordination incident handling
- coordinating operational work

The **owner/main** affected product or service.

What competencies (LACMT) are needed for the IM?

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## Major incident manager (MIM)

Similar responsibilities to incident manager, but focused on major incidents.

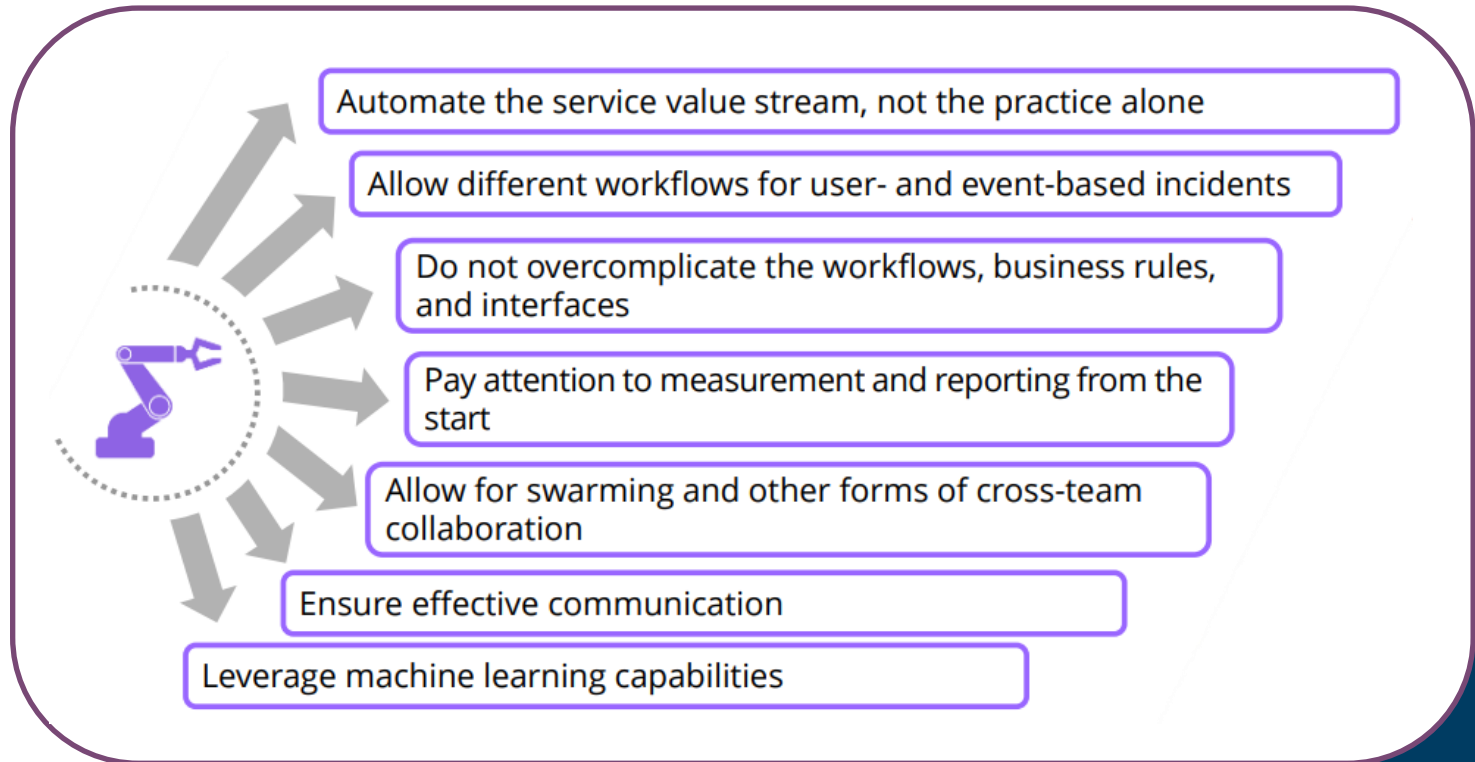
The main point of contact and coordination during major incidents.

Needs wider authority and may have dedicated resources to deal with major incidents.

What competencies (LACMT) are needed for the MIM?

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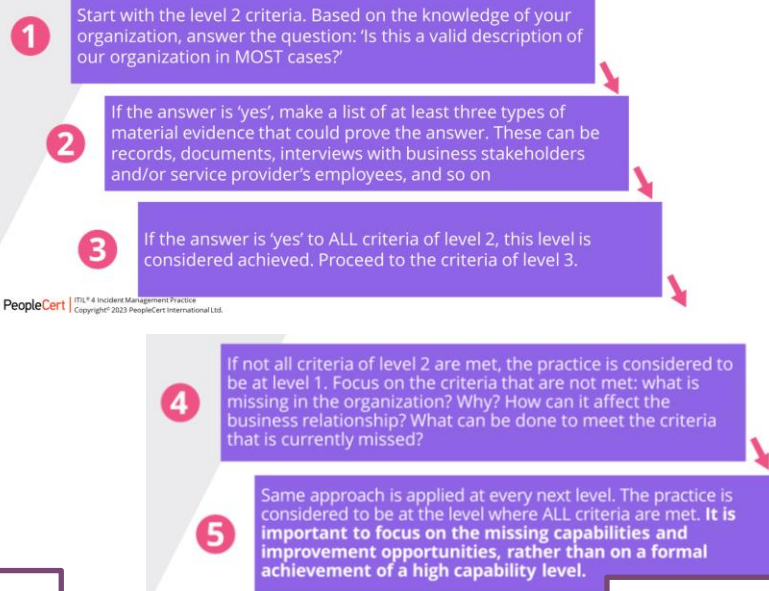






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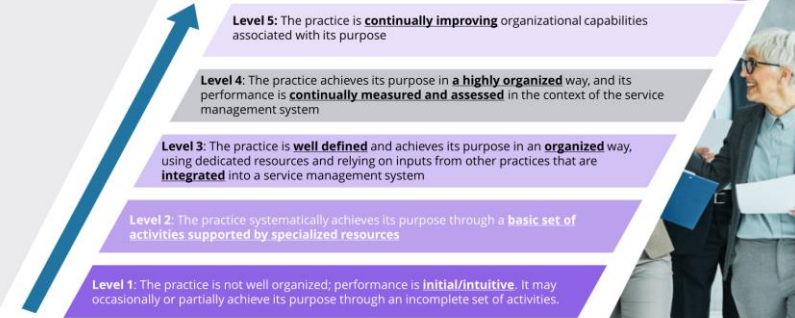
### Self-assessment of the practice capability



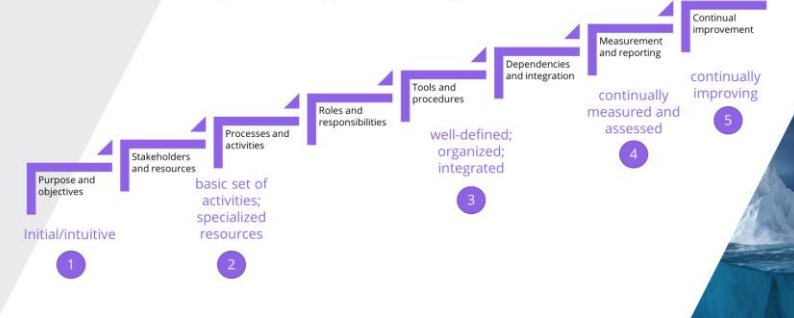
### Assessing the incident management practice: capability criteria (1/4)

PSF	Criterion	Dimension	Capability level
Detecting incidents early	Incidents are usually detected immediately after they occur	Value streams and processes	2
	Incident detection is automated, where relevant	Information and technology	2
	The users and other relevant stakeholders know how to report incidents and report them as soon as possible	Organizations and people	2
	Incident detection is integrated into the relevant value streams	Value streams and processes	3
Resolving incidents quickly	Third-party incidents are detected and reported as soon as possible	Partners and suppliers	3
	Incidents are usually resolved in the quickest possible way	Value streams and processes	2
	Incidents are usually resolved within the agreed target resolution times	Value streams and processes	2
	The resolution of incidents is standardized, where relevant	Value streams and processes	3
	The resolution of incidents is automated, where relevant	Information and technology	3
Continually improving incident management	The competencies required to resolve incidents are identified, and skilled human resources are available	Organizations and people	3
	The third-party dependencies affecting incident resolution are identified and third-party resources are available, where relevant	Partners and suppliers	3
	Information about incident resolution is tracked and managed in an integrated information system	Information and technology	3
	Incident resolution is optimized for the complexity of the environment	Value streams and processes	4
	Incident resolution is integrated into the relevant value streams	Value streams and processes	4
Continually improving incident management	The effectiveness of incident resolution is measured and reported	Value streams and processes	4
	The effectiveness of incident resolution is regularly reviewed and continually improved	Value streams and processes	5
	The approach to incident management is defined, discussed, and agreed at the relevant level of the organization	Value streams and processes	3
	The responsibility for the approach to incident management is clearly defined	Value streams and processes	3
	The competencies required for performing the incident	Organizations and people	3
Continually improving incident management		Value streams and processes	4
		Value streams and processes	4
		Value streams and processes	5

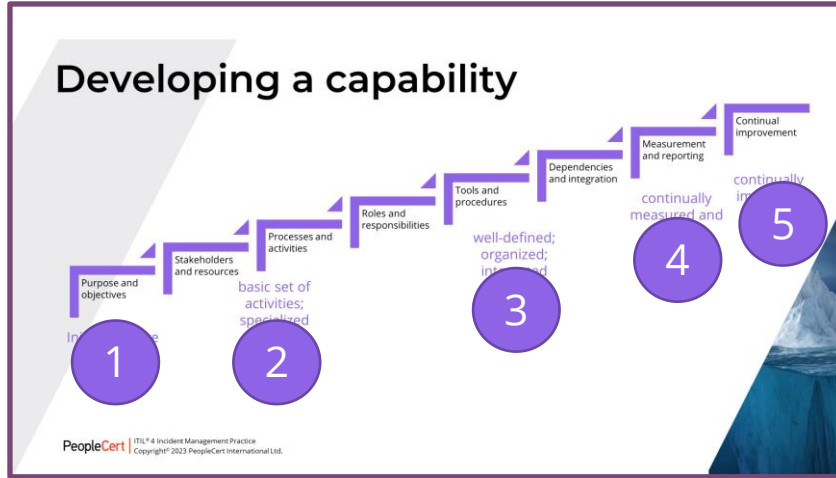
### Capability levels



### Developing a capability



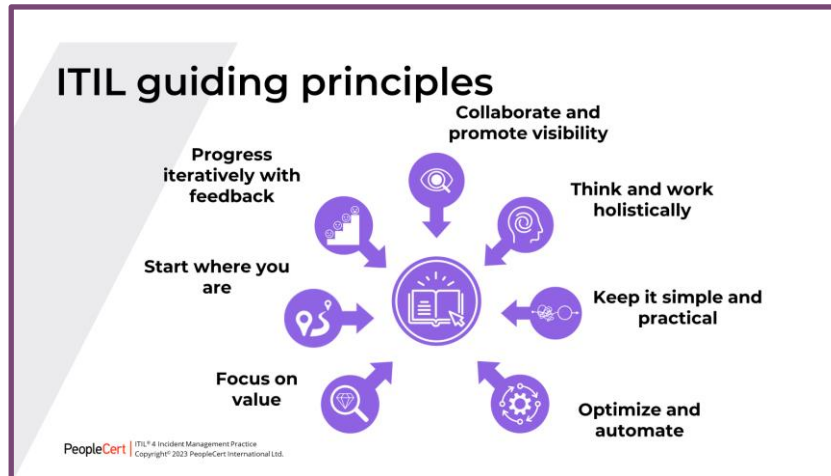
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### Recommendations for the success of incident management

Recommendations	Guiding principles
Look at the incidents from the service consumer perspective	<ul style="list-style-type: none"> <li>• Focus on value</li> <li>• Collaborate and promote visibility</li> </ul>
Gather and reuse data	<ul style="list-style-type: none"> <li>• Collaborate and promote visibility</li> <li>• Optimize and automate</li> </ul>
Understand, manage, and improve the incident resolution value stream, not only the incident management practice	<ul style="list-style-type: none"> <li>• Think and work holistically</li> <li>• Focus on value</li> </ul>
Develop the practice continually, but do not overcomplicate it	<ul style="list-style-type: none"> <li>• Start where you are</li> <li>• Progress iteratively with feedback</li> <li>• Keep it simple and practical</li> </ul>
Adjust for complexity	<ul style="list-style-type: none"> <li>• Optimize and automate</li> <li>• Collaborate and promote visibility</li> </ul>
Demonstrate business value	<ul style="list-style-type: none"> <li>• Focus on value</li> <li>• Collaborate and promote visibility.</li> </ul>

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## La structure d'un practice guide

- **General information**
- **Value streams and processes**
- **Organization and people**
- **Information & technology**
- **Partners and suppliers**
- **Capability assessment and development**
- **Recommendations for practice success**





## Historique FCT Solutions

### ITIL V2

- 1<sup>er</sup> organisme à délivrer en France des sessions de niveau avancé avec :
- un support de cours rédigé en français et accrédité
  - Un formateur de langue maternelle française

### ITIL V3

- 1<sup>er</sup> organisme à délivrer en France la formation certifiante ITIL Foundation V3 (en 2007)
- 1<sup>er</sup> organisme à délivrer en France les formations certifiantes ITIL V3 Capabilities et ITIL V3 Lifecycle avec :
  - un support de cours rédigé en français et accrédité
  - Un formateur de langue maternelle française

## Historique FCT Solutions

### ITIL4

1<sup>er</sup> organisme à délivrer en France :

- la formation ITIL4 Foundation
- Les formations ITIL4 Managing Professional
- Les formations ITIL4 Strategic Leader

avec :

- un support de cours rédigé en français et accrédité
- Un formateur de langue maternelle française

### ITIL4 Practice Manager

- 1<sup>er</sup> organisme à délivrer en France la formation ITIL4 Practice Manager MSF

À ce jour, la certification et le support de cours éditeur sont exprimés en langue anglaise.

Le formateur est de langue maternelle française.

## Planification des sessions

### Intra-entreprise

FCT organise dès à présent ces formations sur le mode intra- entreprise dans toute la France métropolitaine et au-delà ou en distanciel.

### Inter-entreprise

#### MSF

- 27 au 29 mars
- 27 au 29 mai
- 09 au 11 septembre
- 12 au 14 novembre

#### PIC

- 24 au 26 juin
- 16 au 18 septembre
- 25 au 27 novembre

#### CAI

- 03 au 05 juin
- 23 au 25 septembre
- 09 au 11 décembre

## Financements

### Existants

- Par l'entreprise
- Par les budgets classiques OPCO

### Non disponibles à ce jour

- Le CPF
- Les Actions collectives  
*CampusAtlas*

# Questions / Réponses