



2010

IT Skill Standards Center

IT Human Resources Development Headquarters

INFORMATION-TECHNOLOGY PROMOTION AGENCY (IPA), JAPAN

Ministry of Economy, Trade and Industry

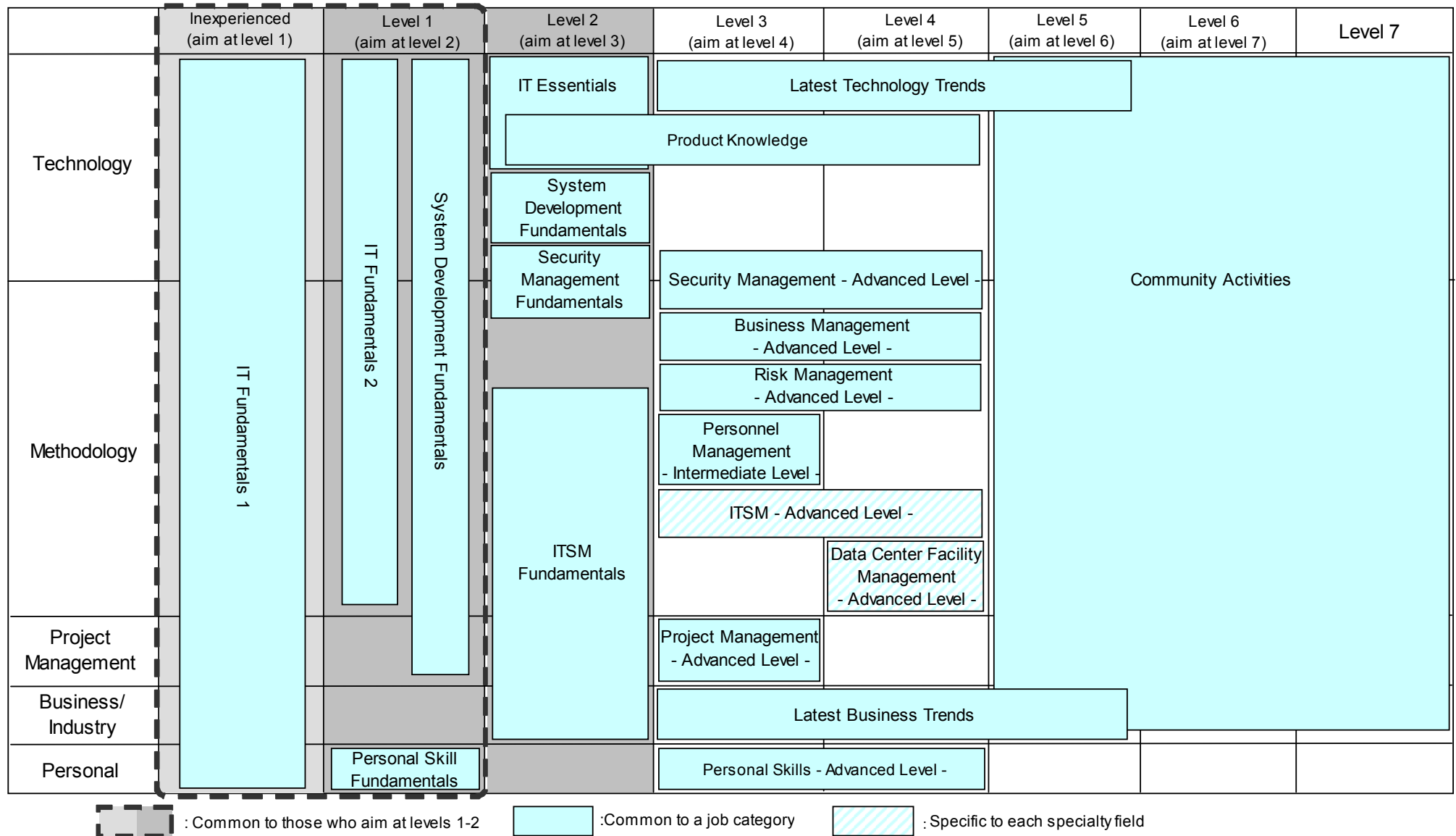
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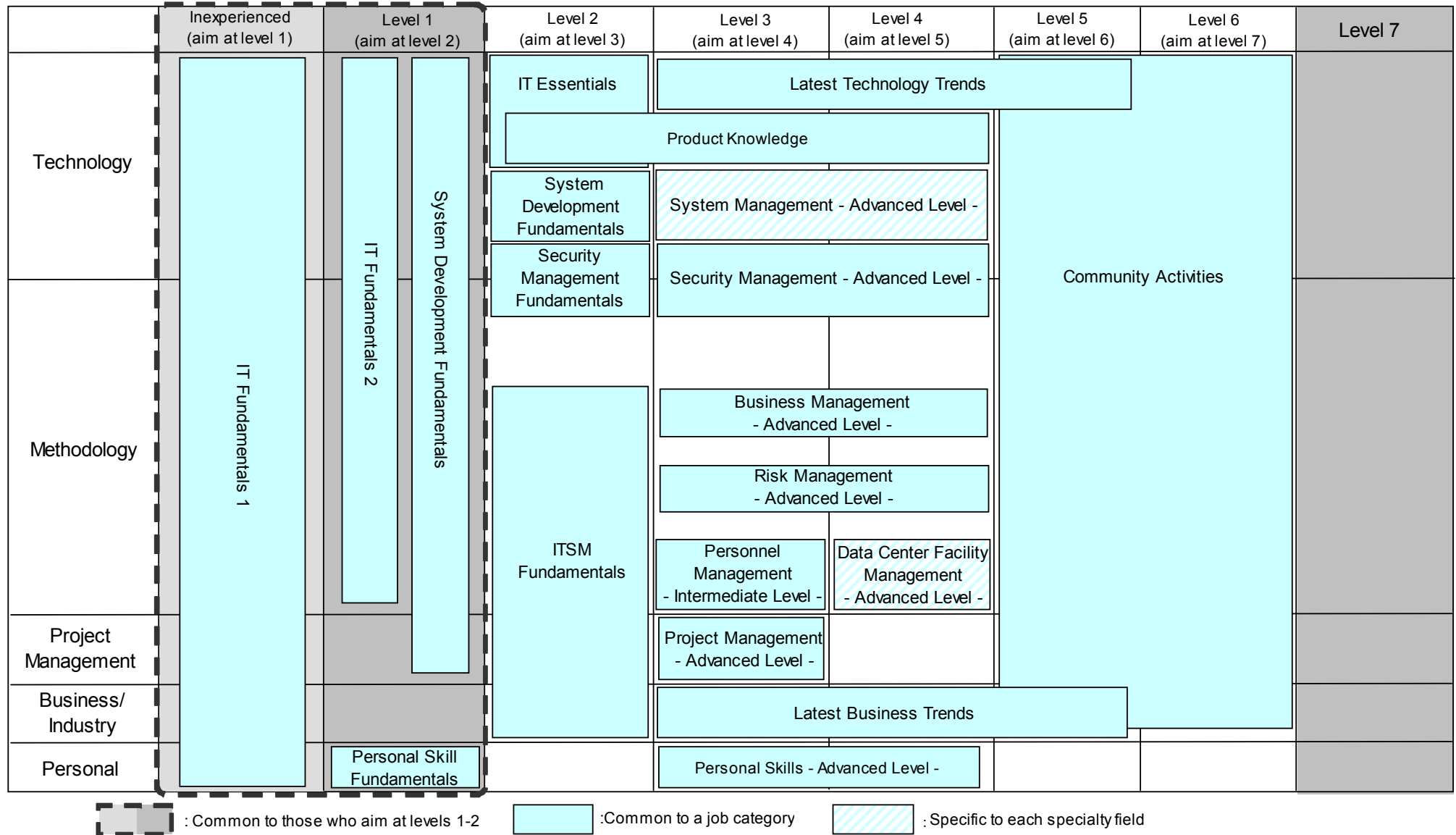
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IT Service Management (Operations Management) Training Course Group



IT Service Management (System Management) Training Course Group

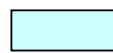


IT Service Management (Operations) Training Course Group

	Inexperienced (aim at level 1)	Level 1 (aim at level 2)	Level 2 (aim at level 3)	Level 3 (aim at level 4)	Level 4 (aim at level 5)	Level 5 (aim at level 6)	Level 6 (aim at level 7)	Level 7
Technology	IT Fundamentals 1	IT Fundamentals 2	System Development Fundamentals	IT Essentials	Latest Technology Trends			
				Product Knowledge				
				Operations Fundamentals				
				System Development Fundamentals				
				Security Management Fundamentals	Security Management - Advanced Level -			
Methodology				ITSM Fundamentals	Business Management - Advanced Level -			
					Risk Management - Advanced Level -			
					Personnel Management - Intermediate Level -	Operations - Advanced Level -		
Project Management					Project Management - Advanced Level -			
Business/ Industry					Latest Business Trends			
Personal		Personal Skill Fundamentals			Personal Skills - Advanced Level -			



: Common to those who aim at levels 1-2



: Common to a job category



: Specific to each specialty field

IT Service Management (Service Desk) Training Course Group

	Inexperienced (aim at level 1)	Level 1 (aim at level 2)	Level 2 (aim at level 3)	Level 3 (aim at level 4)	Level 4 (aim at level 5)	Level 5 (aim at level 6)	Level 6 (aim at level 7)	Level 7
Technology	IT Fundamentals 1	IT Fundamentals 2	System Development Fundamentals	IT Essentials	Latest Technology Trends			
				Product Knowledge				
				System Development Fundamentals				
				Service Desk Fundamentals	Service Desk - Advanced Level -			
				Security Management Fundamentals	Security Management - Advanced Level -			
Methodology					Personnel Management - Medium Level -			
				ITSM Fundamentals	Business Management - Advanced Level -			
					Risk Management - Advanced Level -			
Project Management					Project Management - Advanced Level -			
Business/ Industry					Latest Business Trends			
Personal		Personal Skill Fundamentals			Personal Skills - Advanced Level -			

 : Common to those who aim at levels 1-2

 : Common to a job category

 : Specific to each specialty field

IT Service Management Course List

Training Course Level		Training Course Group Name	Training Course Name	Specialty Field				Method			Standard Duration		Page
				Operations Management	System Management	Operations	Service Desk	E-Learning	Lecture	Workshop	E-Learning (Total hours)	Class (Total days)	
Common to Job Category	Basic Course	System Development Fundamentals	Platform Development	*	*	*	*		*	*		5	10
			Network System Development	*	*	*	*		*	*		5	12
		Security Management Fundamentals	Security Management Fundamentals	*	*	*	*	*			24		15
		ITSM Fundamentals	ITSM Fundamentals (I)	*	*	*	*		*			2	18
			ITSM Fundamentals (II)	*	*	*	*		*			2	20
			Relevant Knowledge	*	*	*	*	*			6		22
		IT Essentials	IT Essentials	*	*	*	*	*	*		30	5	25
		Product Knowledge	Platform Project Knowledge	*	*	*	*	*	*		6	1	28
			Network Product Knowledge	*	*	*	*	*	*		6	1	30
	Advanced Course	Personnel Management - Intermediate Level -	Personnel Management	*	*	*	*	*	*		6	1	33
			Mental Management	*	*	*	*	*		*	6	1	35
		Project Management - Intermediate Level -	Project Management	*	*	*	*	*			30		38
		Risk Management - Advanced Level -	Risk Management	*	*	*	*	*	*	*	3	1.5	41
		Security Management - Advanced Level -	Security Management - Advanced Level -	*	*	*	*	*	*		9	1	44
		Business Management - Advanced Level -	Business Management	*	*	*	*		*			3	47
			Internal Control Framework	*	*	*	*		*			3	50
			Customer Interaction	*	*	*	*		*	*		3	52
		Personal Skills - Advanced Level -	Personal Skills - Advanced Level -	*	*	*	*			*		5	55
	Special Course	Latest Technology Trends	Latest Technology Trends	*	*	*	*		*			1	59
		Latest Business Trends	Latest Business Trends	*	*	*	*	*	*		3	0.5	62
		Community Activities	Community Activities	*	*			-	-	-	-	-	65
Operations Management	Advanced Course	ITSM - Advanced Level -	ITSM - Advanced Level - (I)	*					*			5	68
			ITSM - Advanced Level - (II)	*					*			5	71
		Data Center Facility Management -Advanced Level -	Data Center Facility Management	*				*	*		6	1	75

IT Service Management Course List

Training Course Level		Training Course Group Name	Training Course Name	Specialty Field				Method			Standard Duration		Page
				Operations Management	System Management	Operations	Service Desk	E-Learning	Lecture	Workshop	E-Learning (Total hours)	Class (Total days)	
System Management	Advanced Course	System Management - Advanced Level -	Administration of IT Service Management Operations		*				*	*		3	78
			Application Management		*				*	*		3	80
			System Platform Management		*				*	*		3	82
			Database Management		*				*	*		3	84
			Network Management		*				*	*		3	86
Operations	Basic Course	Operations Fundamentals	Operations Fundamentals			*			*			2	89
	Advanced Course	Operations - Advanced Level -	Operations Personnel Management			*		*	*		6	1	92
Service Desk	Basic Course	Service Desk Fundamentals	Knowledge Management				*	*	*		6	1	95
			Service Desk Infrastructure				*	*	*		6	1	97
			Incident Management System				*	*	*		6	1	99
	Advanced Course	Service Desk - Advanced Level -	Service Desk Personnel Management				*	*	*		3	0.5	102
			Service Desk Management Indices				*	*	*		12	2	104

IT Service Management Training Course Description

<Common to IT Service Management>

System Development Fundamentals (2 courses)

- Platform Development
- Network System Development

Course Name Content	Platform Development
Training Course Level	<input type="checkbox"/> Introductory Course <input checked="" type="checkbox"/> Basic Course <input type="checkbox"/> Advanced Course <input type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input checked="" type="checkbox"/> Common to IT Service Management <input type="checkbox"/> Operations Management <input type="checkbox"/> System Management <input type="checkbox"/> Operations <input type="checkbox"/> Service Desk
Outline	<p>Aim:</p> <p>This is one of the courses in System Development Fundamentals course group.</p> <p>Attendees acquire knowledge of technical support important for installation and migration of operations environments of hardware products and system software products as platform components.</p> <ul style="list-style-type: none"> ○The attendees learn technical knowledge of how to plan installation and migration of hardware products and software products, both of which are composed of platforms, and how to setup operating environments of the hardware products and software products. The attendees also learn practically how to plan installation and migration of platforms, how to set up platform operating environments, how to expand systems, and how to manage and control system changes.
Attendee	Those who have participated in IT service management as its team members (those who aim to acquire the knowledge of IT Service Management level 3)
Precondition	Have completed System Development Fundamentals course group, or possess equivalent knowledge.
Training Method	Lecture, Workshop
Duration	Standard term: 5 days (lecture 3 days, workshop 2 days)
Learning Goal	Can participate in IT service management under supervision of a superior as a member of an IT service management by utilizing knowledge of platform products and how to install the platform products.

Skill Items	Knowledge Items
Technology	<p>-System Management Methods Service Level Management, Issues Management, Performance and Capacity Management, Change Management, Resource Management, Recovery Management, Component Management, Operation Management, Selection and Installation of System Management Tools Implementation of System Management Requirements, Assessment and Selection of Security Management Products</p> <p>-Definition of Platform Requirements CPU Performance Estimation, Storage Capacity Estimation, Estimation of Transmission Quantity, Estimation of Transaction Quantity, Response Time Estimation</p>
System Platform Architecture	<p>-Testing Techniques Test Case Design, Specification Determination, Test Environment Set-up, Management, Test Data Preparation, Test Tool Utilization</p> <p>-Installation and Migration Planning Management of Installation and Migration Plan, Operating Environment Setting, System Change Management, Decision on Service Level Requirement</p> <p>-Definition of Platform Requirements CPU Performance Estimation, Storage Capacity Estimation, Estimation of Transmission Quantity, Estimation of Transaction Quantity, Response Time Estimation</p> <p>-Product Knowledge (Platform) Hardware (Server, Storage, etc), Operating System (Mainframe, Small Business Computer, Unix, Windows, Linux, etc), Middleware (Cluster Middleware, Database Management System (DBMS), WEB Server, AP Server, etc), Backup Tools, Operating Management Tools, Test Tools</p>

Course Name Content	Network System Development
Training Course Level	<input type="checkbox"/> Introductory Course <input checked="" type="checkbox"/> Basic Course <input type="checkbox"/> Advanced Course <input type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input checked="" type="checkbox"/> Common to IT Service Management <input type="checkbox"/> Operations Management <input type="checkbox"/> System Management <input type="checkbox"/> Operations <input type="checkbox"/> Service Desk
Outline	<p>Aim:</p> <p>This is one of the basic courses in System Development Fundamentals course group.</p> <p>Attendees acquire knowledge of connection, setup, and verification of small- and medium-sized network systems.</p> <ul style="list-style-type: none"> ○The attendees learn technical knowledge of preparations for network system construction, installation and configuration steps of network systems, test tools, and test steps. The attendees also perform exercises in workshops in connection and setup of network devices, setup of servers and network devices, and installation and configuration of software.
Attendee	Those who have participated in IT service management as its team members (those who aim to acquire the knowledge of IT Service Management level 3)
Precondition	Have completed System Development Fundamentals course group, or possess equivalent knowledge.
Training Method	Lecture, Workshop
Duration	Standard term: 5 days (lecture 3 days, workshop 2 days)
Learning Goal	Can participate in IT service management under supervision of a superior as a member of an IT service management team by utilizing knowledge of network products and how to install the network products.

Skill Items	Knowledge Items
<p>Network System Architecture</p>	<ul style="list-style-type: none"> -Knowledge of Network Products Knowledge Utilization of Network Products -Network System Development Practice of Network System Development -Network System Installation and Migration Installation, Test and Assessment, Migration, Utilization of Network Verification Tools, Problem Determination, Utilization and Practice of Troubleshooting Techniques -Testing Techniques Test Case Design, Specification Determination, Test Environment Set-up, Management, Test Data Preparation, Test Tool Utilization -Installation and Migration Planning Management of Installation and Migration Plan, Operating Environment Setting, System Change Management, Decision on Service Level Requirement

Security Management Fundamentals (1 course)

- Security Management Fundamentals

Course Name Content	Security Management Fundamentals
Training Course Level	<input type="checkbox"/> Introductory Course <input checked="" type="checkbox"/> Basic Course <input type="checkbox"/> Advanced Course <input type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input checked="" type="checkbox"/> Common to IT Service Management <input type="checkbox"/> Operations Management <input type="checkbox"/> System Management <input type="checkbox"/> Operations <input type="checkbox"/> Service Desk
Outline	<p>Aim: Attendees acquire skills of security management.</p> <ul style="list-style-type: none"> ○The attendees learn the following. <ul style="list-style-type: none"> -Importance of information asset protection and information access as information assets management -How to manage access to protect information assets from unauthorized access -Measures against computer viruses for network security
Attendee	Those who have participated in IT service management as its team members (those who aim to acquire the knowledge of IT Service Management level 3)
Precondition	Have completed IT Fundamentals 1 course group and IT Fundamentals 2 course group, or possess equivalent knowledge.
Training Method	E-learning
Duration	Standard term: 24 hours (e-learning 6 hours/day x 4 days)
Learning Goal	Can participate in business operations based on security management laws and regulations under supervision of a superior as a member of an IT service management team by utilizing fundamental knowledge of security management.

Skill Items	Knowledge Items
Relevant Knowledge	-Criteria and Standards International Standards of IT Service, International Standards of Security, Criteria of System Audit, Criteria of Corporate Accounting, Quality Management System Criteria
Information Assets Management	-Assets Management Creation of Assets Management Procedure, Inventory, Stock Management
Technology	-Security and Privacy Secret Preservation, Measures for Prevention of Falsification, Intrusion Prevention, Computer Virus, Integrity Measures, Availability Measures, Safety Measures, Social Engineering, Privacy Protection, Risk Management, Guidelines and Relevant Regulations
IT Service Management	-Security Management Security Requirement Setting, Implementation of Security Protection, Detection of Security Problems, Initial Process of Security, Analysis of Security Problems, Recovery from Security Problems
Security Management	-Security Techniques Network Protection (Firewall, Intrusion Detection, etc), Data Protection (Encryption, Transmission, etc), Access Management (Authorization, Log Monitoring, etc), Malware (Virus, Spyware, Worm, Adware), Security Tools (Free, Commercial), Security Test Items -Collection of Latest Security Information Security Hole Information, Security Recommendation, Patch Information, External Security Diagnosis Service

ITSM Fundamentals (3 courses)

- ITSM Fundamentals (I)
- ITSM Fundamentals (II)
- Relevant Knowledge

Course Name Content	ITSM Fundamentals (I)
Training Course Level	<input type="checkbox"/> Introductory Course <input checked="" type="checkbox"/> Basic Course <input type="checkbox"/> Advanced Course <input type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input checked="" type="checkbox"/> Common to IT Service Management <input type="checkbox"/> Operations Management <input type="checkbox"/> System Management <input type="checkbox"/> Operations <input type="checkbox"/> Service Desk
Outline	<p>Aim:</p> <p>This is one of courses in ITSM Fundamentals course group.</p> <p>Attendees acquire fundamental knowledge of IT service management such as significance and purposes of IT service management.</p> <p>○Main focus in this course is significance and purposes of IT service management important for effective understanding and promotion of IT service management to acquire knowledge of service support.</p>
Attendee	Those who have participated in IT service management as its team members (those who aim to acquire the knowledge of IT Service Management level 3)
Precondition	Have completed IT Fundamentals 1 course group and IT Fundamentals 2 course group, or possess equivalent knowledge.
Training Method	Lecture
Duration	Standard term: 2 days (classroom)
Learning Goal	Can participate in IT service management activities under supervision of a superior as a member of an IT service management team by utilizing fundamental knowledge of IT service management.

Skill Items	Knowledge Items
Relevant Knowledge	-Criteria and Standards International Standards of IT Service, International Standards of Security, Criteria of System Audit, Criteria of Corporate Accounting, Quality Management System Criteria
Business Management	-System Operational Management Techniques Incident Management, Issue Management, Change Management, Release Management, Configuration Management, Service Level Management, Availability Management, Capacity Management, Service Continuity Management, Financial Management for IT Services, Security Management
Service Support	-Incident Management Business Knowledge, Cause Investigation of Service Quality Loss, Processing Method of System Change Request, Processing Method of System Failure, Understanding of Possibility for Service Quality Loss -Configuration Management Definition, Collection and Update of Configuration Information, Checkup of Asset Management Information, Practice of Configuration Management Definition, Collection and Update of Configuration Information, Checkup of Asset Management Information, Practice of Configuration Management -Incident Management Process Incident Acceptance, Incident Records, Incident Resolution, or Dispatch, Incident Progress Management, Incident Closure
Knowledge of Infrastructure for Support Center	-Incident Management System Function of Incident Management System, Merits of Incident Management System, Consideration on Installation of Incident Management System

Course Name Content	ITSM Fundamentals (II)
Training Course Level	<input type="checkbox"/> Introductory Course <input checked="" type="checkbox"/> Basic Course <input type="checkbox"/> Advanced Course <input type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input checked="" type="checkbox"/> Common to IT Service Management <input type="checkbox"/> Operations Management <input type="checkbox"/> System Management <input type="checkbox"/> Operations <input type="checkbox"/> Service Desk
Outline	<p>Aim:</p> <p>This is one of courses in ITSM Fundamentals course group.</p> <p>Attendees acquire fundamental knowledge of IT service management such as significance and purposes of IT service management.</p> <p>○Main focus in this course is significance and purposes of IT service management important for effective understanding and promotion of IT service management to acquire knowledge of service delivery.</p>
Attendee	Those who have participated in IT service management as its team members (those who aim to acquire the knowledge of IT Service Management level 3)
Precondition	Have completed IT Fundamentals 1 course group and IT Fundamentals 2 course group, or possess equivalent knowledge.
Training Method	Lecture
Duration	Standard term: 2 days (classroom)
Learning Goal	Can to participate in IT service management activities under supervision of a superior as a member of an IT service management team by utilizing fundamental knowledge of IT service management.

Skill Items	Knowledge Items
Relevant Knowledge	-Criteria and Standards International Standards of IT Service, International Standards of Security, Criteria of System Audit, Criteria of Corporate Accounting, Quality Management System Criteria
Business Management	-System Operational Management Techniques Incident Management, Issue Management, Change Management, Release Management, Configuration Management, Service Level Management, Availability Management, Capacity Management, Service Continuity Management, Financial Management for IT Services, Security Management
Service Delivery	-Service Level Management Business Knowledge, Service Level Items Setup, SLA Formulation, Service Level Monitoring and Assessment, Improvement of IT Service, Network Audit, System Audit -Availability Management Utilization and Practice of Availability Management Tools, Process, and Services -Capacity Management Business Capacity Management, Service Capacity Management, Resource Capacity Management

Course Name Content	Relevant Knowledge
Training Course Level	<input type="checkbox"/> Introductory Course <input checked="" type="checkbox"/> Basic Course <input type="checkbox"/> Advanced Course <input type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input checked="" type="checkbox"/> Common to IT Service Management <input type="checkbox"/> Operations Management <input type="checkbox"/> System Management <input type="checkbox"/> Operations <input type="checkbox"/> Service Desk
Outline	<p>Aim: This is one of courses in ITSM Fundamentals course group. Attendees acquire fundamental knowledge of IT service management.</p> <p>○The attendees learn knowledge of laws and regulations, ethics, contracts, criteria, and standards relevant to IT service management important for effective understanding and promotion of IT service management.</p>
Attendee	Those who have participated in IT service management as its team members (those who aim to acquire the knowledge of IT Service Management level 3)
Precondition	Have completed IT Fundamentals 1 course group and IT Fundamentals 2 course group, or possess equivalent knowledge.
Training Method	E-learning
Duration	Standard term: 6 hours (e-learning 6 hours/day x 1 day)
Learning Goal	Can participate in IT service management activities under supervision of a superior as a member of an IT service management team by utilizing fundamental knowledge of IT service management.

Skill Items	Knowledge Items
Relevant Knowledge	<ul style="list-style-type: none"> -Knowledge of Relevant Laws and Regulations Understanding and Compliance of Relevant Regulations -Corporate Ethics Compliance with Corporate Ethics Codes -Contract Management Understanding of Contract Work, Confirmation and Agreement of Contract Conditions, Contract Closure, Exception Processing, Understanding of Outsourcing Agreement Work, Understanding and Compliance of Relevant Regulations -Criteria and Standards International Standards of IT Service, International Standards of Security, Criteria of System Audit, Criteria of Corporate Accounting, Quality Management System Criteria

IT Essentials (1 course)

- IT Essentials

Course Name Content	IT Essentials
Training Course Level	<input type="checkbox"/> Introductory Course <input checked="" type="checkbox"/> Basic Course <input type="checkbox"/> Advanced Course <input type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input checked="" type="checkbox"/> Common to IT Service Management <input type="checkbox"/> Operations Management <input type="checkbox"/> System Management <input type="checkbox"/> Operations <input type="checkbox"/> Service Desk
Outline	<p>Aim: Attendees acquire basic technology skills important for promotion of IT service management.</p> <ul style="list-style-type: none"> ○This is an advanced course to deepen knowledge that attendees acquired in IT Fundamentals 1 course group and IT Fundamentals 2 course group, and the attendees deepen knowledge relevant to IT. ○To attach importance to acquirement of techniques utilized in IT service management is recommended.
Attendee	Those who have participated in IT service management as its team members (those who aim to acquire the knowledge of IT Service Management level 3)
Precondition	Have completed IT Fundamentals 1 course group and IT Fundamentals 2 course group, or possess equivalent knowledge.
Training Method	E-learning or Lecture
Duration	Standard term: 30 hours (e-learning 6 hours/day x 5 days) or Standard term: 5 days (classroom)
Learning Goal	Can participate in IT service management activities under supervision of a superior as a member of an IT service management team by utilizing essential IT knowledge.

Skill Items	Knowledge Items
Technology	<ul style="list-style-type: none"> -Internet Technologies Internet History, Techniques for Web, Techniques for Emails, Encoding Techniques, Techniques for Digital Media (VoIP, Streaming, QoS, etc) -Computer Systems Hardware, Operating System, System Structure and Architecture, System Application -Computer Science Fundamentals Basic Theory of Information, Data Structures and Algorithms -System Platform Technology Utilization and Practice of Operating System Technology (Mainframe, Distributed Computing Systems (Small Business Computers Proprietary OS), UNIX, Windows, Linux, etc) -Database Technologies Database Models, Database Languages, Database Control -Understanding and Utilization of Network Technologies Protocol and Transmission Control, Encoding and Transmission, Network Related Regulations, Network Security, Communication Equipment, Internet, Network Software, Line-related Technology (ATM, Frame Relay, LAN, WAN, etc), TCP/IP -Platform Technologies Hardware Architecture, Storage Management, Operating System, Communication Control, Transaction Processing, Distributed Processing, Parallel Processing -System Development Environment System Development Techniques, Understanding and Utilization of Languages, Tools, and Software Packages -Security and Privacy Secret Preservation, Measures for Prevention of Falsification, Intrusion Prevention, Computer Virus, Integrity Measures, Availability Measures, Safety Measures, Social Engineering, Privacy Protection, Risk Management, Guidelines and Relevant Regulations

Product Knowledge (2 courses)

- Platform Product Knowledge
- Network Product Knowledge

Course Name Content	Platform Product Knowledge
Training Course Level	<input type="checkbox"/> Introductory Course <input checked="" type="checkbox"/> Basic Course <input type="checkbox"/> Advanced Course <input type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input checked="" type="checkbox"/> Common to IT Service Management <input type="checkbox"/> Operations Management <input type="checkbox"/> System Management <input type="checkbox"/> Operations <input type="checkbox"/> Service Desk
Outline	<p>Aim:</p> <p>Attendees acquire knowledge of platform technology and platform products required of persons responsible for, leaders of, or members of IT service management teams.</p> <p>○The attendees learn platform technology and platform products in order to complete IT service management as persons responsible for, leaders of, or members of IT service management teams.</p>
Attendee	Those who have managed or participated in IT service management as leaders or members of its teams (those who aim to acquire the knowledge of IT Service Management level 3, 4 or 5)
Precondition	Have completed IT Fundamentals 1 course group and IT Fundamentals 2 course group, or possess equivalent knowledge.
Training Method	Lecture or E-learning
Duration	Standard term: 1 day (classroom) or Standard term: 6 hours (e-learning 6 hours/day x 1 day)
Learning Goal	Can complete IT service management activities as a person responsible for, a leader of, or a member of an IT service management team by utilizing knowledge of platform products.

Skill Items	Knowledge Items
Platform Operation	<ul style="list-style-type: none"> -Platform Techniques (Hardware) Processor, Storage Equipment, Network Connection Equipment, Printing Equipment -Platform Techniques (Software) Operating System, Middleware, Database System, Transaction System, Operation Tools -Platform Products Knowledge Hardware Products, Software Products

Course Name Content	Network Product Knowledge
Training Course Level	<input type="checkbox"/> Introductory Course <input checked="" type="checkbox"/> Basic Course <input type="checkbox"/> Advanced Course <input type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input checked="" type="checkbox"/> Common to IT Service Management <input type="checkbox"/> Operations Management <input type="checkbox"/> System Management <input type="checkbox"/> Operations <input type="checkbox"/> Service Desk
Outline	<p>Aim:</p> <p>Attendees acquire knowledge of network technology and network products required of persons responsible for, leaders of, or members of IT service management teams.</p> <p>○The attendees learn network technology and network products in order to complete IT service management as responsible persons for, leaders of, or members of IT service management teams.</p>
Attendee	Those who have participated in IT service management as its team members (those who aim to acquire the knowledge of IT Service Management level 3, 4, or 5)
Precondition	Have completed IT Fundamentals 1 course group and IT Fundamentals 2 course group, or possess equivalent knowledge.
Training Method	Lecture or E-learning
Duration	Standard term: 1 day (classroom) or Standard term: 6 hours (e-learning, 6 hours/day x 1 day)
Learning Goal	Can complete IT service management activities as a person responsible for, a leader of, or a member of an IT service management team by utilizing knowledge of network products.

Skill Items	Knowledge Items
Network Operation	<ul style="list-style-type: none">-Network Technology Network Protocol, Telecommunication Service, Network Service, Error Code Acquisition, Log Acquisition, Memory Dump Acquisition, Understanding and Utilization of Trace Tools-Knowledge of Network Products Knowledge Utilization of Network Products

Personnel Management - Intermediate Level - (2 courses)

- Personnel Management
- Mental Management

Course Name Content	Personnel Management
Training Course Level	<input type="checkbox"/> Introductory Course <input type="checkbox"/> Basic Course <input checked="" type="checkbox"/> Advanced Course <input type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Common to IT Service Management <input type="checkbox"/> Operations Management <input type="checkbox"/> System Management <input type="checkbox"/> Operations <input type="checkbox"/> Service Desk
Outline	<p>Aim:</p> <p>Attendees acquire fundamental knowledge required for ITSM leaders, such as personnel planning skill management, human resource development, and labor laws and regulations relevant to IT service management team members.</p> <p>○The attendees learn how to create personnel plans, how to manage number of personnel, and how to manage and develop skills of team members.</p>
Attendee	Those who have participated in IT service management as its team members (those who aim to acquire the knowledge of IT Service Management level 4)
Precondition	Have completed ITSM Fundamentals course group, or possess equivalent knowledge.
Training Method	E-learning, Lecture
Duration	Standard term: 6 hours (e-learning, 6 hours/day x 1 day), Standard term: 1 day (classroom)
Learning Goal	Can manage business operations of members of an IT service management team, and develop and manage skills of the members as a leader of the IT service management team.

Skill Items	Knowledge Items
Personnel Management	<ul style="list-style-type: none"> -Personnel Plan -Personnel Employment and Deployment Determination of Adoption, Conditions, Recruiting, Assessment and Adoption -Skill Management Technical Knowledge, Work Experience, Performance, Knowledge of Specialty Fields -Mechanism Creation and Personnel Deployment -Human Resource Development Training Plan, OJT, OFFJT, Fostering Humanity -Coaching Pre-Coaching, Goal Setting, Identification of Current Status, Gap Analysis, Behavior Decision, Follow-up and Looking Back
Staffing	<ul style="list-style-type: none"> -Maintenance of Quality and Skills Interview (Periodic, Non-Periodic), Individual Performance Goals Setting, Goals Setting Progress Review, Educational Plan Formulation -Work Schedule Management Understanding of Work Schedule, Understanding of Personal Schedule, Deployment of Appropriate Personnel and Number of Personnel -Maintenance of Staff Quality and Skills Development Plan, Skills Management, Training Course Development, Training -Work Schedule Management Forecast of Call Volume, Determination of Level and Number for Required Staff, Work Schedule Creation -Management of Personal Goals Definition of Job Description, Individual Performance Management, Management of Employee Satisfaction, Recognition and Rewards Programs

Course Name Content	Mental Management
Training Course Level	<input type="checkbox"/> Introductory Course <input type="checkbox"/> Basic Course <input checked="" type="checkbox"/> Advanced Course <input type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input checked="" type="checkbox"/> Common to IT Service Management <input type="checkbox"/> Operations Management <input type="checkbox"/> System Management <input type="checkbox"/> Operations <input type="checkbox"/> Service Desk
Outline	<p>Aim:</p> <p>Attendees acquire knowledge required of leaders of IT service management teams, such as development of team members and management of their mental health.</p> <p>○The attendees learn how to understand mental condition of members of IT service management teams and how to deal with mental health problems of the members.</p>
Attendee	Those who have participated in IT service management as its team members (those who aim to acquire the knowledge of IT Service Management level 4)
Precondition	Have completed ITSM Fundamentals course group, or possess equivalent knowledge.
Training Method	E-learning, Workshop
Duration	<p>[First Half] Standard term: 6 hours (e-learning 6 hours/day x 1 day)</p> <p>[Second Half] Standard term: 1 day (classroom)</p>
Learning Goal	Can understand mental condition of members of an IT service management team and provide the members with appropriate mental health care as a leader of the IT service management team.

Skill Items	Knowledge Items
Personnel Management	<p>-Human Resource Development Training Plan, OJT, OFFJT, Fostering Humanity</p> <p>-Mental Health Specific Stress, Counseling, Detection and Measures of Stress, Stress-related Disorder and Measures, Mental Care</p> <p>-Coaching Pre-Coaching, Goal Setting, Identification of Current Status, Gap Analysis, Behavior Decision, Follow-up and Looking Back</p>

Project Management - Intermediate Level - (1 course)

- Project Management

<div>Course Name</div> <div>Content</div>	Project Management
Training Course Level	<input type="checkbox"/> Introductory Course <input type="checkbox"/> Basic Course <input checked="" type="checkbox"/> Advanced Course <input type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input checked="" type="checkbox"/> Common to IT Service Management <input type="checkbox"/> Operations Management <input type="checkbox"/> System Management <input type="checkbox"/> Operations <input type="checkbox"/> Service Desk
Outline	<p>Attendees acquire knowledge of project management.</p> <p>○The attendees learn, based on “PMBOK”, a general concept of project management that covers all aspect of basic project management knowledge (e.g., project definitions, organization, plan formulation, schedule planning, project implementation and management, and project completion) and that is not partial to characteristics of industries or fields.</p>
Attendee	Those who have participated in IT service management as members of IT service management (those who aim to acquire the knowledge of IT Service Management level 4)
Precondition	Have completed ITSM Fundamentals course group, or possess equivalent knowledge.
Training Method	E-learning
Duration	Standard team: 30 hours (6 hours/day x 5 days)
Learning Goal	Can complete a project as a leader of an IT service management team by utilizing fundamental knowledge of project management.

Skill Items	Knowledge Items
Project Management	<p>-Project Integration Management Develop Project Charter, Develop Preliminary Project Scope Statement, Develop Project Management Plan, Direct and Manage Project thorough, Monitor and Control Project Work, Integrated Change Control, Close Project</p> <p>-Project Scope Management Scope Planning, Scope Definition, Create WBS, Scope Verification, Scope Control</p> <p>-Project Time Management Activity Definition, Activity Sequencing, Activity Resource Estimating, Activity Duration Estimating, Schedule Development, Schedule Control</p> <p>-Project Cost Management Cost Estimating, Cost Budgeting, Cost Control</p> <p>-Project Quality Management Quality Planning, Perform Quality Assurance, Perform Quality Control</p> <p>-Project Human Resource Management Human Resource Planning, Acquire Project Team, Develop Project Team, Manage Project Team</p> <p>-Project Communication s Management Communications Planning, Information Distribution, Performance Reporting, Manage Stakeholders</p> <p>-Project Risk Management Risk Management Planning, Risk Identification, Qualitative Risk Analysis, Quantitative Risk Analysis, Risk Response Planning, Risk Monitoring and Control</p> <p>-Project Procurement Management Plan Purchases and Acquisitions, Plan Contracting, Request Seller Responses, Select Sellers, Contract Administration, Contract Closure</p>

Risk Management - Advanced Level - (1 course)

- Risk Management

Course Name Content	Risk Management
Training Course Level	<input type="checkbox"/> Introductory Course <input type="checkbox"/> Basic Course <input checked="" type="checkbox"/> Advanced Course <input type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input checked="" type="checkbox"/> Common to IT Service Management <input type="checkbox"/> Operations Management <input type="checkbox"/> System Management <input type="checkbox"/> Operations <input type="checkbox"/> Service Desk
Outline	<p>Aim:</p> <p>This course helps attendees learn how to prepare measures for contingency (including natural disaster) in system management and system operations, and how to work around when the contingency occurs. The attendees also learn definitions of impacts of the contingency, ranking of the impacts, and a basic principle of the measures.</p> <ul style="list-style-type: none"> ○An escalation process (how to manage recovery by requesting handling to higher supervisors if failure is not recovered in predefined time frame) when critical failure happens. The escalation process definition includes exemption from responsibility and delegation of authority when the escalation process does not work properly. -How to prioritize measures to implement (an escalation process) in a time axis when critical failure happens (including exemption from responsibility and delegation of authority at a trouble of the escalation process) -How to create reports suited to each circumstance -How to manage personnel when critical failure happens (e.g., deconcentration of workload)
Attendee	Those who have managed or participated in IT service management as its team leaders of members (those who aim to acquire the knowledge of IT Service Management level 4 or 5)
Precondition	Have completed ITSM Fundamentals course group, or possess equivalent knowledge.
Training Method	E-learning, Lecture, Workshop
Duration	<p>[First Half] Standard term: 3 hours (e-learning 3 hours/day x 1 day)</p> <p>[Second Half] Standard term: 1.5 days (classroom)</p>
Learning Goal	Can prepare appropriate measures for contingency and implement the measures when the contingency occurs as a person responsible for or a leader of an IT service management team.

Skill Items	Knowledge Items
System Operational Management	<p>-Backup Management Utilization and Practice of Backup Management Tools, Process, and Service</p> <p>-Recovery Management Utilization and Practice of Recovery Management Techniques, Assessment and Analysis of Recovery Procedure</p>
Service Support Management	<p>-Formulation of System Operation Management Policy</p> <p>-Configuration Management Definition, Collection and Update of Configuration Information, Checkup of Asset Management Information, Practice of Configuration Management</p> <p>-Contingency Planning Implementation of Contingency Planning</p> <p>-Reliability Management Reliability, Availability, Serviceability, Network Audit, System Audit</p> <p>-Facility Management Service Level Management, Issues Management, Performance and Capacity Management, Change Management, Resource Management, Recovery Management, Component Management, Operation Management, Selection and Installation of System Management Tools Implementation of System Management Requirements, Assessment and Selection of Security Management Products</p> <p>-Problem Management (Operation) Problem Discovery, Divide and Conquer Method, Incident Resolution, Escalation, Tracking of Problem Record, Analysis, and Resolution, Assessment and Improvement of Situation when Problems arise</p>

Security Management - Advanced Level - (1 course)

- Security Management - Advanced Level -

Course Name Content	Security Management - Advanced Level -
Training Course Level	<input type="checkbox"/> Introductory Course <input type="checkbox"/> Basic Course <input checked="" type="checkbox"/> Advanced Course <input type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input checked="" type="checkbox"/> Common to IT Service Management <input type="checkbox"/> Operations Management <input type="checkbox"/> System Management <input type="checkbox"/> Operations <input type="checkbox"/> Service Desk
Outline	<p>Aim:</p> <p>This course helps attendees acquire security management capability necessary for protection against unauthorized access to all information assets.</p> <p>○The attendees grow capabilities to formulate a security policy, to install and establish management systems, to manage system operations, and to take actions for improvement when problems arise.</p>
Attendee	Those who have managed or participated in IT service management as leaders or members of its teams (those who aim to acquire the knowledge of IT Service Management level 4 or 5)
Precondition	Have completed Security Management Fundamentals course group, or possess equivalent knowledge.
Training Method	E-learning or Lecture
Duration	Standard term: 9 hours (e-learning 6 hours/day x 1.5 days) or Standard term: 1 day (classroom)
Learning Goal	Can perform management operations based on security management laws and regulations of information assets as a person responsible for or a leader of an IT service management team.

Skill Items	Knowledge Items
Relevant Knowledge	-Criteria and Standards International Standards of IT Service, International Standards of Security, Criteria of System Audit, Criteria of Corporate Accounting, Quality Management System Criteria
Information Assets Management	-Assets Management Creation of Assets Management Procedure, Inventory, Stock Management
Technology	-Security and Privacy Secret Preservation, Measures for Prevention of Falsification, Intrusion Prevention, Computer Virus, Integrity Measures, Availability Measures, Safety Measures, Social Engineering, Privacy Protection, Risk Management, Guidelines and Relevant Regulations
IT Service Management	-Security Management Security Requirement Setting, Implementation of Security Protection, Detection of Security Problems, Initial Process of Security, Analysis of Security Problems, Recovery from Security Problems
Security Management	-Security Techniques Network Protection (Firewall, Intrusion Detection, etc), Data Protection (Encryption, Transmission, etc), Access Management (Authorization, Log Monitoring, etc), Malware (Virus, Spyware, Worm, Adware), Security Tools (Free, Commercial), Security Test Items -Collection of Latest Security Information Security Hole Information, Security Recommendation, Patch Information, External Security Diagnosis Service

Business Management - Advanced Level - (3 courses)

- Business Management
- Internal Control Framework
- Customer Interaction

Course Name Content	Business Management
Training Course Level	<input type="checkbox"/> Introductory Course <input type="checkbox"/> Basic Course <input checked="" type="checkbox"/> Advanced Course <input type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input checked="" type="checkbox"/> Common to IT Service Management <input type="checkbox"/> Operations Management <input type="checkbox"/> System Management <input type="checkbox"/> Operations <input type="checkbox"/> Service Desk
Outline	<p>Aim:</p> <p>This course helps attendees acquire knowledge of various management operations required of persons responsible for or leaders of IT service management teams.</p> <p>○The attendees learn methods of system operations management, skills of business continuity management, organizational integration force, supplier management, quality control, and risk management.</p>
Attendee	Those who have managed or participated in IT service management as leaders or members of its teams (those who aim to acquire the knowledge of IT Service Management level 4 or 5)
Precondition	Have completed ITSM Fundamentals course group, or possess equivalent knowledge.
Training Method	Lecture
Duration	Standard term: 3 days (classroom)
Learning Goal	Can manage an IT service management team as a person responsible for or a leader of the IT service management team.

Skill Items	Knowledge Items
Relevant Knowledge	<ul style="list-style-type: none"> -Knowledge of Relevant Laws and Regulations Understanding and Compliance of Relevant Regulations -Corporate Ethics Compliance with Corporate Ethics Codes -Contract Management Understanding of Contract Work, Confirmation and Agreement of Contract Conditions, Contract Closure, Exception Processing, Understanding of Outsourcing Agreement Work, Understanding and Compliance of Relevant Regulations -Criteria and Standards International Standards of IT Service, International Standards of Security, Criteria of System Audit, Criteria of Corporate Accounting, Quality Management System Criteria

Skill Items	Knowledge Items
Business Management	<p>-System Operational Management Techniques Incident Management, Issue Management, Change Management, Release Management, Configuration Management, Service Level Management, Availability Management, Capacity Management, Service Continuity Management, Financial Management for IT Services, Security Management</p> <p>-Business Continuity Management Skill Activity Definition, Schedule Control, Information Distribution, Performance Report, Stakeholder Management, Risk Management</p> <p>-Organizational Integration Force IT Governance, Management Plan Creation, Execution Instruction, Operation Monitoring and Control, Integrated Change Management, Team Organization, Team Management</p> <p>-Supplier Management</p> <p>-Quality Control Administrative Responsibility, Operating Management from point of View of Quality Management System, Service Implementation, Measurement, Analysis and Improvement</p> <p>-Risk Management Formulation for Method of Risk Management, Risk Identification, Risk Pre-Assessment, Risk Handling, Formulation of Management Objectives and Methods, Approval of Residual Risk</p>

Course Name Content	Internal Control Framework
Training Course Level	<input type="checkbox"/> Introductory Course <input type="checkbox"/> Basic Course <input checked="" type="checkbox"/> Advanced Course <input type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input checked="" type="checkbox"/> Common to IT Service Management <input type="checkbox"/> Operations Management <input type="checkbox"/> System Management <input type="checkbox"/> Operations <input type="checkbox"/> Service Desk
Outline	<p>Aim:</p> <p>This course helps attendees acquire knowledge of an internal control framework required of persons responsible for or leaders of IT service management teams.</p> <p>○The attendees learn a framework of internal control.</p>
Attendee	Those who have managed or participated in IT service management as leaders or members of its teams (those who aim to acquire the knowledge of IT Service Management level 4 or 5)
Precondition	Have completed ITSM Fundamentals course group, or possess equivalent knowledge.
Training Method	Lecture
Duration	Standard term: 3 days (classroom)
Learning Goal	Can complete IT service management as a person responsible for or a leader of an IT service management team.

Skill Items	Knowledge Items
Business Management	-Organizational Integration Force IT Governance, Management Plan Creation, Execution Instruction, Operation Monitoring and Control, Integrated Change Management, Team Organization, Team Management

Course Name Content	Customer Interaction
Training Course Level	<input type="checkbox"/> Introductory Course <input type="checkbox"/> Basic Course <input checked="" type="checkbox"/> Advanced Course <input type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input checked="" type="checkbox"/> Common to IT Service Management <input type="checkbox"/> Operations Management <input type="checkbox"/> System Management <input type="checkbox"/> Operations <input type="checkbox"/> Service Desk
Outline	<p>Aim:</p> <p>This is one of the courses in Business Management - Advanced Level - course group, and helps attendees acquire knowledge of customer interaction necessary for IT service management.</p> <p>○The attendees learn customer interaction necessary for IT service management.</p>
Attendee	Those who have managed or participated in IT service management as leaders or members of its teams (those who aim to acquire the knowledge of IT Service Management level 4 or 5)
Precondition	Have completed ITSM Fundamentals course group, or possess equivalent knowledge.
Training Method	Lecture, Workshop
Duration	Standard term: 3 days (classroom)
Learning Goal	Can interact with a customer in IT service management as a person responsible for or a leader of an IT service management team.

Skill Items	Knowledge Items
Customer Interaction	<ul style="list-style-type: none"> -Customer Relationship Establishment and Maintenance of Customer Relationship -Relationship Management of User Departments Understanding Needs of User and Management -Formulation of Systemization Strategy Understanding of User Vision and Goal and Business Strategies, Systemization Strategy Formulation, Systemization Strategy Formulation Utilizing Application Packages -User Service and Support Clarification of Compliance Rules for User, User Support, Response to User Needs, User Consulting -Customer Satisfaction Management Understanding of Customer Satisfaction Concept, Implementation of Customer Satisfaction Survey, Analysis and Assessment of Survey Results, Formulation and Practice of Customer Satisfaction Improvement Plan according to Assessment Results

Personal Skills - Advanced Level - (1 course)

- Personal Skills - Advanced Level -

<div>Course Name</div> <div>Content</div>	Personal Skills - Advanced Level -
Training Course Level	<input type="checkbox"/> Introductory Course <input type="checkbox"/> Basic Course <input checked="" type="checkbox"/> Advanced Course <input type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input checked="" type="checkbox"/> Common to IT Service Management <input type="checkbox"/> Operations Management <input type="checkbox"/> System Management <input type="checkbox"/> Operations <input type="checkbox"/> Service Desk
Outline	<p>Aim:</p> <p>This course helps attendees acquire items below required of persons responsible for and leaders of IT service management teams:</p> <ul style="list-style-type: none"> -Leadership skills <p>Practical skills of the following that are success factors of any projects: object setting, team building, communication with people inside and outside, creation, promotion, and management of project action items, and skills for motivating team members</p> -Communication skills <p>Practical skills of effective and efficient communication with people involved in projects, which are a success factor of any projects</p> -Negotiation skills <p>Practical skills of negotiation in any situations or scenes in projects</p> <ul style="list-style-type: none"> ○The attendees learn, in workshops including role-play, the following items required to promote projects: leadership, self motivation, motivating team members through team building, interpersonal skills, discord management and consensus building. ○The attendees learn, in workshops including role-play, the following required to promote projects: two-way communication, passing of information, and processing of information. ○Regarding negotiation with people concerned at any scenes or situations in projects, attendees perform role-play in workshops, by dividing negotiation phases into several phases, to learn how to understand expected problems, how to create problem solving processes with negotiating partners.

Course Name Content	Personal Skills - Advanced Level -
Training Course Level	<input type="checkbox"/> Introductory Course <input type="checkbox"/> Basic Course <input checked="" type="checkbox"/> Advanced Course <input type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input checked="" type="checkbox"/> Common to IT Service Management <input type="checkbox"/> Operations Management <input type="checkbox"/> System Management <input type="checkbox"/> Operations <input type="checkbox"/> Service Desk
Attendee	Those who have managed or participated in IT service management as its team leaders or members (those who aim to acquire the knowledge of IT Service Management level 4 or 5)
Precondition	Have completed ITSM Fundamentals course group, or possess equivalent knowledge.
Training Method	Workshop
Duration	Standard term: 5 days (classroom)
Learning Goal	Can manage and operate IT service management by utilizing practical skills. Can complete a project as a person responsible for or a leader of an IT service management team by taking leadership, promoting communication, and building consensus.

Skill Items	Knowledge Items
Leadership	<p>-Leadership Fundamentals and Principles of Leadership, Teamwork and Communication, Project Objective Setting, Project Promotion, Project Execution, Project Management, Collaboration Between Team Members, Motivating Team Members and Provision for Feelings of Accomplishment</p>
Communication	<p>-2-Way Communication Dialogue and Interview, Information Transfer, Communication Technique, Effective Speaking and Listening</p> <p>Transmission of Information Presentation Technique, Creation of Official and Nonofficial Documents, Technical Writing, Media Selection, Persuasion Technique</p> <p>-Organization, Analysis and Retrieval of Information Development and Practice of Status Response Capabilities to Understand Situations, Capabilities to Understand Situations, Meeting Management Techniques</p>
Negotiation	<p>-Negotiation Negotiation Process, Effective Negotiation Techniques, Establishment of Trust Relationship, Objective Setting, Common Interest, Logical Thinking, Problem Solving Techniques</p>

Latest Technology Trends (1 course)

- Latest Technology Trends

<div>Course Name</div> <div>Content</div>	Latest Technology Trends
Training Course Level	<input type="checkbox"/> Introductory Course <input type="checkbox"/> Basic Course <input type="checkbox"/> Advanced Course <input checked="" type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input checked="" type="checkbox"/> Common to IT Service Management <input type="checkbox"/> Operations Management <input type="checkbox"/> System Management <input type="checkbox"/> Operations <input type="checkbox"/> Service Desk
Outline	<p>Aim:</p> <p>Attendees learn the latest technology trends surrounding IT services management and acquire knowledge of how to apply the latest technology trends to actual business.</p> <ul style="list-style-type: none"> ○The attendees learn sizes and trends of IT markets in domestic and abroad IT markets, present and future IT, next-generation e-business, and its future growth. ○Training contents are provided on given themes according to need, and the attendees select a theme to take part in a lecture for maintaining or improving their skills at regular intervals or when needed.
Attendee	Those who have participated in IT service management as persons responsible for, leaders of, or members of IT service management teams (those who aim to acquire the knowledge of IT Service Management level 4, 5, or 6)
Precondition	Possess fundamental IT knowledge and have experience and results of IT service management.
Training Method	Lecture
Duration	Standard term: 1 day (classroom)
Learning Goal	Can perform IT service management activities as a person responsible for or a leader of an IT service management team by utilizing knowledge of the latest technology.

Skill Items	Knowledge Items
Technology	<p>-Latest Technology Trends Understanding of Latest Hardware Technology Trends, Understanding of Latest Middleware Technology Trends, Understanding of Latest Platform Technology Trends, Understanding of Latest Network Technology Trends, Understanding of Latest Database Technology Trends, Understanding of Latest Security Technology Trends, Understanding of Latest System Management Technology Trends</p> <p>-Latest Trends in IT Market Trends Understanding of IT Market Scale and Trends Domestic and Abroad, Understanding (and Utilization) of Technology Trends Related to Application, Understanding (and Utilization) of Technology Trends Related to Business Model Patents, Understanding (and Utilization) of Next-generation E-business and Its Future Growth</p>

Latest Business Trends (1 course)

- Latest Business Trends

Course Name Content	Latest Business Trends
Training Course Level	<input type="checkbox"/> Introductory Course <input type="checkbox"/> Basic Course <input type="checkbox"/> Advanced Course <input checked="" type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input checked="" type="checkbox"/> Common to IT Service Management <input type="checkbox"/> Operations Management <input type="checkbox"/> System Management <input type="checkbox"/> Operations <input type="checkbox"/> Service Desk
Outline	<p>Aim: Attendees acquire knowledge of the latest business trends.</p> <p>○Training contents are provided on given themes (e.g., management issues of major industries, topics, IT market trends in a domestic country and abroad, and utilization of IT in business) according to need, and the attendees select a theme to take part in a lecture (or via e-learning type methods) for maintaining or improving their skills at regular intervals or when needed.</p>
Attendee	Those who have participated in IT service management as responsible persons for, leaders of, or members of IT service management teams (those who aim to acquire the knowledge of IT Service Management level 4, 5, or 6)
Precondition	Possess fundamental IT knowledge and have experience and results of IT service management.
Training Method	Lecture or E-learning
Duration	Standard term: 0.5 day (classroom) or Standard term: 3 hours (e-learning 6 hours/day x 0.5 day)
Learning Goal	Can understand business issues of a customer as a person responsible for or a leader of an IT service management team by utilizing knowledge of the latest business trends.

Skill Items	Knowledge Items
Technology	-Latest Trends of IT Market Understanding of IT Market Scale and Trends Domestic and Abroad, Understanding (and Utilization) of Technology Trends Related to Application, Understanding (and Utilization) of Technology Trends Related to Business Model Patents, Understanding (and Utilization) of Next-generation E-business and Its Future Growth
Analysis of Business Operations	-Informatization and Management Information Strategy, Corporate Accounting, Management Engineering, Utilization of Information System in Engineering System Area and Business System Area, Understanding and Compliance of Relevant Regulations

Community Activities (1 course)

- Community Activities

Course Name Content	Community Activities
Training Course Level	<input type="checkbox"/> Introductory Course <input type="checkbox"/> Basic Course <input type="checkbox"/> Advanced Course <input checked="" type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input type="checkbox"/> Common to IT Service Management <input checked="" type="checkbox"/> Operations Management <input checked="" type="checkbox"/> System Management <input type="checkbox"/> Operations <input type="checkbox"/> Service Desk
Outline	<p>Aim:</p> <p>Community activities, unlike trainings, give IT professionals opportunities to learn from one other and contribute to development of subordinates. Community activities are all sorts of activities within or outside companies regardless of any types of organizations.</p> <p>Community activities outside companies are activities in academic conferences or various associations (including voluntary ones), and community activities within companies are, for instance, activities by those certified by certification system in their companies. Basically, a community is made up of one job category.</p> <ul style="list-style-type: none"> ○Individuals with high-level skills are considered out of learning through trainings, and they are expected to improve their skills by exchanging information and discussing with other individuals in community activities. ○The individuals contribute to development of subordinates through writing a paper or giving lectures based on their high-level knowledge and skills. Especially in community activities inside companies, they lead activities for design, institution, and implementation of personnel system, education system, and training system. They make contribution as IT professionals in business fields to pursuit of human resource development strategies related to business strategies as well.
Attendee	--
Precondition	--
Training Method	--
Duration	--
Learning Goal	--

IT Service Management Training Course Description

<Specific to Each Specialty Field (Selective Courses)>

ITSM - Advanced Level - (2 courses)

[] is a corresponding specialty field

- ITSM - Advanced Level - (I) [Operations Management]
- ITSM - Advanced Level - (II) [Operations Management]

Course Name Content	ITSM - Advanced Level - (I)
Training Course Level	<input type="checkbox"/> Introductory Course <input type="checkbox"/> Basic Course <input checked="" type="checkbox"/> Advanced Course <input type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input type="checkbox"/> Common to IT Service Management <input checked="" type="checkbox"/> Operations Management <input type="checkbox"/> System Management <input type="checkbox"/> Operations <input type="checkbox"/> Service Desk
Outline	<p>Aim:</p> <p>This course helps attendees acquire knowledge of IT service support management required of persons responsible for or leaders of operations management teams.</p> <ul style="list-style-type: none"> ○The attendees learn techniques for system operations management, information assets management (except personnel assets) that is important for IT service management. ○The attendees understand five types of management processes: incident management, problem management, release management, change management, and configuration management, to make proper IT utilization available to customers in IT service management.
Attendee	Those who have managed or participated in IT service management as its team leaders or members (those who aim to acquire the knowledge of IT Service Management (specialty field: Operations Management) level 4 or 5)
Precondition	Have completed ITSM Fundamentals course group, or possess equivalent knowledge.
Training Method	Lecture
Duration	Standard term: 5 days (classroom)
Learning Goal	Can manage service support and information assets as a person responsible for or a leader of an operations management team.

Skill Items	Knowledge Items
Information Assets Management	-Purchasing of Service and Equipment -Cost Allocation -Assets Management Creation of Assets Management Procedure, Inventory, Stock Management
Business Management	-System Operational Management Techniques Incident Management, Issue Management, Change Management, Release Management, Configuration Management, Service Level Management, Availability Management, Capacity Management, Service Continuity Management, Financial Management for IT Services, Security Management

Skill Items	Knowledge Items
Service Support	<p>-Incident Management Business Knowledge, Cause Investigation of Service Quality Loss, Processing Method of System Change Request, Processing Method of System Failure, Understanding of Possibility for Service Quality Loss</p> <p>-Problem Management Assessment and Analysis of Failure Impact, Failure Record Management, Failure Identification, Cause Diagnosis, Development of Failure Recovery and Failure Preventive Measures, Planning of Failure Recovery and Failure Preventive Measures, Analysis along with Failure Recovery and Failure Preventive Measures, Phenomena Definition, Data Collection, Implementation of Measures, Utilization and Practice of Problem Management Tools, Utilization and Practice of Problem Identification Methods in Multi-vendor and Multi-platform Environments</p> <p>-Release Management Application Operation Design, System Change Plan, System Change Monitoring, Creation of System Release Procedure, Implementation of System Release, System Change Tracking</p> <p>-Change Management Utilization and Practice of Change Management Techniques</p> <p>-Configuration Management Definition, Collection and Update of Configuration Information, Checkup of Asset Management Information, Practice of Configuration Management</p> <p>-Incident Management Process Incident Acceptance, Incident Records, Incident Resolution, or Dispatch, Incident Progress Management, Incident Closure</p>
Facility Management	-Facility Management

Course Name	ITSM - Advanced Level - (II)
Content	
Training Course Level	<input type="checkbox"/> Introductory Course <input type="checkbox"/> Basic Course <input checked="" type="checkbox"/> Advanced Course <input type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input type="checkbox"/> Common to IT Service Management <input checked="" type="checkbox"/> Operations Management <input type="checkbox"/> System Management <input type="checkbox"/> Operations <input type="checkbox"/> Service Desk
Outline	<p>Aim:</p> <p>This course helps attendees acquire a management capability of service delivery as persons responsible for or leaders of operations management teams.</p> <ul style="list-style-type: none"> ○The attendees learn how to create installation plans of IT service management. ○The attendees understand five types of management processes: Service Level Agreement Management, Availability Management, Capacity Management, Financial Management, and Continuity Management, to manage customer's service requirements in IT service management.
Attendee	Those who have managed or participated in IT service management as its team leaders or members (those who aim to acquire the knowledge of IT Service Management (specialty field: Operations Management) level 4 or 5)
Precondition	Have completed ITSM Fundamentals course group, or possess equivalent knowledge.
Training Method	Lecture
Duration	Standard term: 5 days (classroom)
Learning Goal	Can create installation plans of IT service management and manage service delivery independently as a person responsible for or a leader of an operations management team.

Skill Items	Knowledge Items
Information Assets Management	<ul style="list-style-type: none"> -Purchasing of Service and Equipment -Cost Allocation -Assets Management Creation of Assets Management Procedure, Inventory, Stock Management
Business Management	<ul style="list-style-type: none"> -System Operational Management Techniques Incident Management, Issue Management, Change Management, Release Management, Configuration Management, Service Level Management, Availability Management, Capacity Management, Service Continuity Management, Financial Management for IT Services, Security Management
Service Delivery	<ul style="list-style-type: none"> -Service Level Management Business Knowledge, Service Level Items Setup, SLA Formulation, Service Level Monitoring and Assessment, Improvement of IT Service, Network Audit, System Audit -Availability Management Utilization and Practice of Availability Management Tools, Process, and Services -Capacity Management Business Capacity Management, Service Capacity Management, Resource Capacity Management -Financial Management of IT Service -Continuity Management of IT Service Risk, Relevant Threat, Vulnerability, Impact, Contingency Planning System, Direction in case of Disasters

Skill Items	Knowledge Items
IT Service Management	<p>-IT Service Management Installation Planning Vision Setting, Current Situation Survey, Objective Setting, Definition of IT Service Value, Operation Design (Operation, Service Desk, etc), Review of Installation Methods, Review of Installation Schedule, Continuous Assessment, Framework Definition of IT Service Value Verification, Setting of Organization and Roles (Operation, Service Desk, etc), Formulation of Implementation Flow for IT Service, Establishment of Management System</p> <p>-Security Management Security Requirement Setting, Implementation of Security Protection, Detection of Security Problems, Initial Process of Security, Analysis of Security Problems, Recovery from Security Problems</p>

Data Center Facility Management -Advanced Level - (1 course)

[] is a corresponding specialty field

- Data Center Facility Management [Operations Management]

Course Name Content	Data Center Facility Management
Training Course Level	<input type="checkbox"/> Introductory Course <input type="checkbox"/> Basic Course <input checked="" type="checkbox"/> Advanced Course <input type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input type="checkbox"/> Common to IT Service Management <input checked="" type="checkbox"/> Operations Management <input type="checkbox"/> System Management <input type="checkbox"/> Operations <input type="checkbox"/> Service Desk
Outline	<p>Aim: This course helps attendees acquire knowledge of data center facility management.</p> <ul style="list-style-type: none"> ○The attendees learn crime prevention in data center facilities, and fundamentals of relevant laws, regulations, and standards in data center facility management.
Attendee	Those who have performed operations management as leaders of its teams (those who aim to acquire the knowledge of IT Service Management (specialty field: Operations Management) level 5)
Precondition	Have completed ITSM Fundamentals course group, or possess equivalent knowledge.
Training Method	Lecture or E-learning
Duration	Standard term: 1 day (classroom) or Standard term: 6 hours (e-learning, 6 hours/day x 1 day)
Learning Goal	Can manage data center facilities as a person responsible for an operations management team by utilizing knowledge of data center management.

Skill Items	Knowledge Items
Facility Management	<ul style="list-style-type: none"> -Knowledge of Safety Management, such as Crime and Disaster Prevention Measures in Data Center Facilities Constructional Safety, Electrical Safety, Ensuring Safety and Health, Occupational Safety and Health related Laws, Plan and Implementation of Safety and Health Management System and Integrated Safety and Health Management -Basic Knowledge of Facilities Management Related Regulation and Standards Basic Knowledge of Safety and Health Management, Basic Knowledge of Environment Related Laws -Facility Management

System Management - Advanced Level - (5 courses)

[] is a corresponding specialty field

- Administration of IT Service Management Operations [System Management]
- Application Management [System Management]
- System Platform Management [System Management]
- Database Management [System Management]
- Network Management [System Management]

Course Name Content	Administration of IT Service Management
Training Course Level	<input type="checkbox"/> Introductory Course <input type="checkbox"/> Basic Course <input checked="" type="checkbox"/> Advanced Course <input type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input type="checkbox"/> Common to IT Service Management <input type="checkbox"/> Operations Management <input checked="" type="checkbox"/> System Management <input type="checkbox"/> Operations <input type="checkbox"/> Service Desk
Outline	<p>Aim:</p> <p>This course helps attendees acquire capability to complete IT service management as system administrators.</p> <ul style="list-style-type: none"> ○The attendees learn how to establish a business flow and how to utilize management systems for IT service management as system administrators.
Attendee	Those who have performed or participated in system management as its team leaders or members (those who aim to acquire the knowledge of IT Service Management (specialty field: System Management) level 4 or 5)
Precondition	Have completed ITSM Fundamentals course group, or possess equivalent knowledge.
Training Method	Lecture, Workshop
Duration	Standard term: 3 days (lecture 2 days, workshop 1 day)
Learning Goal	Can complete operations management of IT service management as a responsible person for, a leader, or a member of an IT service management team by utilizing knowledge of IT service management.

Skill Items	Knowledge Items
Business Administration of IT Service Management	<ul style="list-style-type: none"> -Work Flow Analysis of IT Service Management System Chart and Responsibility, Sharing Chart, Work Flow Chart -Installation and Setup of Operating Application Management System Installation and Customization of Various Information Transmission Tools for Operating Application Management (Workflow Tools, Web Server, Mail Server, CTI) -Administration of Operating Application Management System Maintenance Management of Various Information Transmission Tools for Operating Application Management (Workflow Tools, Web Server, Mail Server, CTI)

<div>Course Name</div> <div>Content</div>	Application Management
Training Course Level	<input type="checkbox"/> Introductory Course <input type="checkbox"/> Basic Course <input checked="" type="checkbox"/> Advanced Course <input type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input type="checkbox"/> Common to IT Service Management <input type="checkbox"/> Operations Management <input checked="" type="checkbox"/> System Management <input type="checkbox"/> Operations <input type="checkbox"/> Service Desk
Outline	<p>Aim:</p> <p>This course helps attendees acquire capability of application management required of system administrators.</p> <ul style="list-style-type: none"> ○The attendees learn acceptance, driving control, response to failure, performance management, and configuration management important for application management as system administrators.
Attendee	Those who have performed or participated in system management as its team leaders or members (those who aim to acquire the knowledge of IT Service Management (specialty field: System Management) level 4 or 5)
Precondition	Have completed ITSM Fundamentals course group, or possess equivalent knowledge.
Training Method	Lecture, Workshop
Duration	Standard term: 3 days (lecture 2 days, workshop 1 day)
Learning Goal	Can perform application management activities in IT service management as a person responsible for or a leader of a system administration team by utilizing knowledge of application management.

Skill Items	Knowledge Items
Application Management	<ul style="list-style-type: none"> -Driving Control Jobnet Design, Job Driving Control Tools -Operating Methods during Failures Failure Detection (Including Failure Message System), Release Failure Recovery Method, Emergency Release Method, Recovery Method, Fail-Safe Method -Performance Management Performance Monitoring Tools, Tuning Techniques -Configuration Management Library Management Tools -Acceptance of Application System Assessment of Test Plan/Results for Developing Quality, Assessment of Design and Test Results of Operating Methods during Failures, Assessment of Design and Test Results of Performance

<div>Course Name</div> <div>Content</div>	System Platform Management
Training Course Level	<input type="checkbox"/> Introductory Course <input type="checkbox"/> Basic Course <input checked="" type="checkbox"/> Advanced Course <input type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input type="checkbox"/> Common to IT Service Management <input type="checkbox"/> Operations Management <input checked="" type="checkbox"/> System Management <input type="checkbox"/> Operations <input type="checkbox"/> Service Desk
Outline	<p>Aim:</p> <p>This course helps attendees acquire capability of system platform management required of system administrators.</p> <ul style="list-style-type: none"> ○The attendees learn design, acceptance, driving management important for system platform management as system administrators.
Attendee	Those who have performed or participated in system management as its team leaders or members (those who aim to acquire the knowledge of IT Service Management (specialty field: System Management) level 4 or 5)
Precondition	Have completed ITSM Fundamentals course group, or possess equivalent knowledge.
Training Method	Lecture, Workshop
Duration	Standard term: 3 days (lecture 2 days, workshop 1 day)
Learning Goal	Can perform system platform management activities in IT service management as a responsible person for or a leader of a system administration team by utilizing knowledge of system platform management.

Skill Items	Knowledge Items
System Platform Management	<p>-Platform Design Architecture as Common Infrastructure Requirement Definition (Performance and Availability, etc), Architecture Design, Prerequisite Network Environment Setup, OS Installation, OS Environmental Parameter Setting, Middleware Installation, User Environment Setup</p> <p>-Platform System Management Failure Monitoring Tools, Performance Monitoring Tools, Configuration Management Tools, Backup Management Tools, System Maintenance (Program Stop, Patch Work, Hardware Parts Exchange, Measurement of Maintenance Work Failure)</p> <p>-Acceptance of System Platform Assessment of Test Plan/Results for Configuration Quality, Assessment of Design and Test Results of Operating Methods during Failures, Assessment of Design and Test Results of Performance</p>

Course Name Content	Database Management
Training Course Level	<input type="checkbox"/> Introductory Course <input type="checkbox"/> Basic Course <input checked="" type="checkbox"/> Advanced Course <input type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input type="checkbox"/> Common to IT Service Management <input type="checkbox"/> Operations Management <input checked="" type="checkbox"/> System Management <input type="checkbox"/> Operations <input type="checkbox"/> Service Desk
Outline	<p>Aim:</p> <p>This course helps attendees acquire capability of database management required of system administrators.</p> <ul style="list-style-type: none"> ○The attendees learn design, development, acceptance, and driving control necessary for database management operations required of system administrators.
Attendee	Those who have performed or participated in system management as its team leaders or members (those who aim to acquire the knowledge of IT Service Management (specialty field: System Management) level 4 or 5)
Precondition	Have completed ITSM Fundamentals course group, or possess equivalent knowledge.
Training Method	Lecture, Workshop
Duration	Standard term: 3 days (lecture 2 days, workshop 1 day)
Learning Goal	Can perform database management activities in IT service management as a responsible person for or a leader of a system administration team by utilizing knowledge of database management.

Skill Items	Knowledge Items
Database Management	<ul style="list-style-type: none"> -Database Design Architect as Common Infrastructure Logical Data Model Creation, Physical Database Design, Installation and Migration -Database System Management Backup and Recovery, Performance Monitoring and Tuning, Table Reload, Patch Work for DBMS, Log Suction -Acceptance of Database System Assessment of Test Plan/Results for Configuration Quality, Assessment of Design/Test Results for Backup/Recovery, Assessment of Design and Test, Results of Operating Methods during Failures, Assessment of Design and Test Results for Performance

Course Name Content	Network Management
Training Course Level	<input type="checkbox"/> Introductory Course <input type="checkbox"/> Basic Course <input checked="" type="checkbox"/> Advanced Course <input type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input type="checkbox"/> Common to IT Service Management <input type="checkbox"/> Operations Management <input checked="" type="checkbox"/> System Management <input type="checkbox"/> Operations <input type="checkbox"/> Service Desk
Outline	<p>Aim: This course helps attendees acquire capability of network management required of system administrators.</p> <ul style="list-style-type: none"> ○The attendees learn network design, network construction, network acceptance, network management, and security technology important for network management operations as system administrators.
Attendee	Those who have performed or participated in system management as its team leaders or members (those who aim to acquire the knowledge of IT Service Management (specialty field: System Management) level 4 or 5)
Precondition	Have completed ITSM Fundamentals course group, or possess equivalent knowledge.
Training Method	Lecture, Workshop
Duration	Standard term: 3 days (lecture 2 days, workshop 1 day)
Learning Goal	Can perform network management activities as a person responsible for or a leader of a system administration team by utilizing knowledge of network management.

Skill Items	Knowledge Items
Network Management	<p>-Network Design Architecture as Common Infrastructure Requirement Definition (Function, Performance, Reliability, Security, etc), Network Design (Protocol, Topology, Equipment Selection, etc), Architecture and Test</p> <p>-Network System Management Failure Monitoring Tools, Performance Monitoring Tools, Configuration Management Tools, Security Management Tools, Plan and Implementation of Maintenance Update</p> <p>-Acceptance of Network System Assessment of Test Plan/Results for Configuration Quality, Assessment of Design and Test Results of Operating Methods during Failures, Assessment of Design and Test Results for Performance</p> <p>-Security Techniques Network Protection (Firewall, Intrusion Detection, etc), Data Protection (Encryption, Transmission, etc), Access Management (Authorization, Log Monitoring, etc), Malware (Virus, Spyware, Worm, Adware), Security Tools (Free, Commercial), Security Test Items</p>

Operations Fundamentals (1 course)

[] is a corresponding specialty field

- Operations Fundamentals [Operations]

Course Name Content	Operation Fundamentals
Training Course Level	<input type="checkbox"/> Introductory Course <input checked="" type="checkbox"/> Basic Course <input type="checkbox"/> Advanced Course <input type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input type="checkbox"/> Common to IT Service Management <input type="checkbox"/> Operations Management <input type="checkbox"/> System Management <input checked="" type="checkbox"/> Operations <input type="checkbox"/> Service Desk
Outline	<p>Aim: Attendees acquire capability of operations of IT services important for of members of IT service operations teams.</p> <p>○The attendees learn business knowledge, business operations, and business operations management of IT services that attendees are engaged in, all of which are important for members of IT service operations teams.</p>
Attendee	Those who have participated in operations of IT services as members of IT service operations teams (those who aim to acquire the knowledge of IT Service Management (specialty field: Operations) level 3)
Precondition	Have completed ITSM Fundamentals course group, or possess equivalent knowledge.
Training Method	Lecture
Duration	Standard term: 2 days (classroom)
Learning Goal	Can promote IT service operations activities as a member of an IT service operations team by utilizing knowledge of IT service operations.

Skill Items	Knowledge Items
IT Service Operation	<ul style="list-style-type: none"> -Business Knowledge Understanding of Business Contents, Business Take-Over, Business Instruction -Application System Operation Consol Operation, Patch Operation, Data Operation, Tape Operation, Print Operation, Remote Maintenance, Operating Manual Creation, Various Checklist Creation -Job Schedule Periodic Processing (Daily, Weekly, Monthly, Annual, As Needed), Exception Process, Unplanned Process -System Monitoring Process Monitoring, Server and Client Monitoring, Service Monitoring, Network Monitoring -Runtime Environment Management Understanding of Normal Status, Understanding of Monitor Target Items, Recording Operating Status, Reporting Operating Status -Failure Management Response during Failure, Escalation, Contact with Relevant Departments, Failure Record -Forms Delivery Confidential Forms Handling, Massive Forms Handling -Media Management Media Storage, Media Conversion, Storage limitation, Media Discard

Operations - Advanced Level - (1 course)

[] is a corresponding specialty field

- Operations Personnel Management [Operations]

Course Name Content	Operation Personnel Management
Training Course Level	<input type="checkbox"/> Introductory Course <input type="checkbox"/> Basic Course <input checked="" type="checkbox"/> Advanced Course <input type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input type="checkbox"/> Common to IT Service Management <input type="checkbox"/> Operations Management <input type="checkbox"/> System Management <input checked="" type="checkbox"/> Operations <input type="checkbox"/> Service Desk
Outline	<p>Aim: Attendees acquire capability of personnel management of IT service operations teams required of operations administrators.</p> <ul style="list-style-type: none"> ○The attendees acquire knowledge and skills of personnel management, human resource development, and mental management important for operations personnel management required of administrators of IT service operations teams. ○Main focus in this course is staffing specific to IT service operations.
Attendee	Those who have performed operations of IT services as leaders of operations teams (those who aim to acquire the knowledge of IT Service Management (specialty field: Operations Management))
Precondition	Have completed Operations Fundamentals course group and Personnel Management - Intermediate Level - course group, or possess equivalent knowledge.
Training Method	Lecture or E-learning
Duration	Standard term 1 day (classroom) or Standard term: 6 hours (e-learning 6 hours/day x 1 day)
Learning Goal	Can perform personnel management activities as a person responsible for the personnel management of an IT service operations team by utilizing knowledge of personnel management.

Skill Items	Knowledge Items
Personnel Management	<ul style="list-style-type: none"> -Personnel Plan -Personnel Employment and Deployment Determination of Adoption, Conditions, Recruiting, Assessment and Adoption -Skill Management Technical Knowledge, Work Experience, Performance, Knowledge of Specialty Fields -Mechanism Creation and Personnel Deployment -Human Resource Development Training Plan, OJT, OFFJT, Fostering Humanity -Mental Health Specific Stress, Counseling, Detection and Measures of Stress, Stress-related Disorder and Measures, Mental Care -Coaching Pre-Coaching, Goal Setting, Identification of Current Status, Gap Analysis, Behavior Decision, Follow-up and Looking Back
Staffing	<ul style="list-style-type: none"> -Maintenance of Quality and Skills Interview (Periodic, Non-Periodic), Individual Performance Goals Setting, Goals Setting Progress Review, Educational Plan Formulation -Work Schedule Management Understanding of Work Schedule, Understanding of Personal Schedule, Deployment of Appropriate Personnel and Number of Personnel

Service Desk Fundamentals (3 courses)

[] is a corresponding specialty field

- Knowledge Management [Service Desk]
- Service Desk Infrastructure [Service Desk]
- Incident Management System [Service Desk]

Course Name Content	Knowledge Management
Training Course Level	<input type="checkbox"/> Introductory Course <input checked="" type="checkbox"/> Basic Course <input type="checkbox"/> Advanced Course <input type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input type="checkbox"/> Common to IT Service Management <input type="checkbox"/> Operations Management <input type="checkbox"/> System Management <input type="checkbox"/> Operations <input checked="" type="checkbox"/> Service Desk
Outline	<p>Aim: Attendees understand what knowledge management is and acquire capability of knowledge management of service desks as responsible persons for the service desks.</p> <p>○The attendees learn significance of knowledge management, knowledge bases, and FAQs important for service desk knowledge management required of members of the service desks.</p>
Attendee	Those who have participated in operations of service desks as members of service desk teams (those who aim to acquire the knowledge of IT Service Management (specialty field: Service Desk) level 3)
Precondition	Have completed ITSM Fundamentals course group, or possess equivalent knowledge.
Training Method	Lecture or E-learning
Duration	Standard term: 1 day (classroom) or Standard term: 6 hours (e-learning, 6 hours/day x 1 day)
Learning Goal	Have understanding of knowledge management, and can implement the knowledge management for a service desk that you are engaged in as a member of a service desk team.

Skill Items	Knowledge Items
Knowledge Management	-Significance of Knowledge Management Advantage of Knowledge Management, Knowledge Management Process -Knowledgebase Knowledge-base Contents, Knowledge-based Formulation and Maintenance -FAQ Creation Procedure, FAQ Release

<div>Course Name</div> <div>Content</div>	Service Desk Infrastructure
Training Course Level	<input type="checkbox"/> Introductory Course <input checked="" type="checkbox"/> Basic Course <input type="checkbox"/> Advanced Course <input type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input type="checkbox"/> Common to IT Service Management <input type="checkbox"/> Operations Management <input type="checkbox"/> System Management <input type="checkbox"/> Operations <input checked="" type="checkbox"/> Service Desk
Outline	<p>Aim:</p> <p>Attendees learn infrastructure that are important for operations of service desks and acquire capability of operations of the service desks.</p> <p>○The attendees acquire skills of how to utilize CTI systems, CTS systems, intelligent management systems, and knowledge management systems as infrastructure of the service desks as members of service desks.</p>
Attendee	Those who have participated in operations of service desks as members of service desk teams (those who aim to acquire the knowledge of IT Service Management (specialty field: Service Desk) level 3)
Precondition	Have completed ITSM Fundamentals course group, or possess equivalent knowledge.
Training Method	Lecture or E-learning
Duration	Standard term: 1 day (classroom) or Standard term: 6 hours (e-learning, 6 hours/day x 1 day)
Learning Goal	Can utilize infrastructure of a service desk as a member of a service desk team by utilizing knowledge of service desk infrastructure.

Skill Items	Knowledge Items
<p>Knowledge of Infrastructure for Support Center</p>	<ul style="list-style-type: none"> -Computer Telephony Function of CTI, Merits of CTI, Consideration on CTI Installation -Call Tracking System Function of CTS, Merits of CTS, Consideration on CTS Installation -Incident Management System Function of Incident Management System, Merits of Incident Management System, Consideration on Installation of Incident Management System -Knowledge Management System Function of Knowledge Management System, Merits of Knowledge Management System, Consideration on Installation of Knowledge Management System -Utilization of Various Tools FAQ/On-line Self-help, Remote Monitoring/Remote Support, Staffing, Report Tools

Course Name Content	Incident Management Process
Training Course Level	<input type="checkbox"/> Introductory Course <input checked="" type="checkbox"/> Basic Course <input type="checkbox"/> Advanced Course <input type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input type="checkbox"/> Common to IT Service Management <input type="checkbox"/> Operations Management <input type="checkbox"/> System Management <input type="checkbox"/> Operations <input checked="" type="checkbox"/> Service Desk
Outline	<p>Aim: Attendees acquire capability of service desk incident management required of members of service desks.</p> <p>○The attendees learn management processes important for service desk incident management required of members of the service desks.</p>
Attendee	Those who have participated in operations of service desks as members of service desk teams (those who aim to acquire the knowledge of IT Service Management (Service Desk) level 3)
Precondition	Have completed ITSM Fundamentals course group, or possess equivalent knowledge.
Training Method	Lecture or E-learning
Duration	Standard term: 1 day (classroom) or Standard term: 6 hours (e-learning, 6 hours/day x 1 day)
Learning Goal	Can perform incident management activities of a service desk that you are engaged in as a member of a service desk team by utilizing knowledge of incident management.

Skill Items	Knowledge Items
Service Support	-Incident Management Process Incident Acceptance, Incident Records, Incident Resolution, or Dispatch, Incident Progress Management, Incident Closure

Service Desk - Advanced Level - (2 courses)

[] is a corresponding specialty field

- Service Desk Personnel Management [Service Desk]
- Service Desk Management Indices [Service Desk]

Course Name Content	Service Desk Personnel Management
Training Course Level	<input type="checkbox"/> Introductory Course <input type="checkbox"/> Basic Course <input checked="" type="checkbox"/> Advanced Course <input type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input type="checkbox"/> Common to IT Service Management <input type="checkbox"/> Operations Management <input type="checkbox"/> System Management <input type="checkbox"/> Operations <input checked="" type="checkbox"/> Service Desk
Outline	<p>Aim: Attendees acquire capability of service desk personnel management required of service desk administrators.</p> <ul style="list-style-type: none"> ○The attendees acquire knowledge and skills of personnel management, human resource development, and mental management important for service desk personnel management required of administrators of service desk teams. ○Main focus in this course is staffing specific to service desks.
Attendee	Those who have managed operations of service desks as leaders of service desk teams (those who aim to acquire the knowledge of IT Service Management (specialty field: Operations Management))
Precondition	Have completed Service Desk Fundamentals course group and Personnel Management - Intermediate Level - course group, or possess equivalent knowledge.
Training Method	Lecture or E-learning
Duration	Standard term: 0.5 day (classroom) or Standard term: 3 hours (e-learning 6 hours/day x 0.5 day)
Learning Goal	Can perform personnel management activities of a service desk as an administrator of the service desk team by utilizing knowledge of personnel management.

Skill Items	Knowledge Items
Personnel Management	<ul style="list-style-type: none"> -Personnel Plan -Personnel Employment and Deployment Determination of Adoption, Conditions, Recruiting, Assessment and Adoption -Skill Management Technical Knowledge, Work Experience, Performance, Knowledge of Specialty Fields -Mechanism Creation and Personnel Deployment -Human Resource Development Training Plan, OJT, OFFJT, Fostering Humanity -Mental Health Specific Stress, Counseling, Detection and Measures of Stress, Stress-related Disorder and Measures, Mental Care -Coaching Pre-Coaching, Goal Setting, Identification of Current Status, Gap Analysis, Behavior Decision, Follow-up and Looking Back
Staffing	<ul style="list-style-type: none"> -Maintenance of Staff Quality and Skills Development Plan, Skills Management, Training Course Development, Training -Work Schedule Management Forecast of Call Volume, Determination of Level and Number for Required Staff, Work Schedule Creation

Course Name Content	Service Desk Management Indices
Training Course Level	<input type="checkbox"/> Introductory Course <input type="checkbox"/> Basic Course <input checked="" type="checkbox"/> Advanced Course <input type="checkbox"/> Special Course
Training Area (Common or Specialty Field)	<input type="checkbox"/> Common to IT Service Management <input type="checkbox"/> Operations Management <input type="checkbox"/> System Management <input type="checkbox"/> Operations <input checked="" type="checkbox"/> Service Desk
Outline	<p>Aim:</p> <p>This course helps attendees acquire capability of business management based on service desk management indices required of administrators of service desk teams.</p> <p>○The attendees acquire knowledge and skills of management index setting and monitoring, important for service desk management, required of administrators of service desk teams.</p>
Attendee	Those who have managed operations of service desks as leaders of service desk teams (those who aim to acquire the knowledge of the IT Service Management (specialty field: Operations Management))
Precondition	Have completed ITSM Fundamentals course group and Service Desk Fundamentals course group, or possess equivalent knowledge.
Training Method	Lecture or E-learning
Duration	Standard term: 2 days (classroom) or Standard term: 12 hours (e-learning 6 hours/day x 2 days)
Learning Goal	Can perform business management based on service desk management indices as an administrator of a service desk team by utilizing knowledge of the service desk management indices.

Skill Items	Knowledge Items
Service Desk Management Index	<p>-Measurement Index Average Response Time, Abandon Rate, Talk Time, Availability, Problem Solving Time, Percent of Requests Solved, Levels of Customer Satisfaction, Escalation Rate, Frequency of Self-help Utilization, Performance Report, Employee Satisfaction</p> <p>-Monitoring Techniques Monitoring Techniques (Call Monitoring, Incident Monitoring, Knowledge Monitoring)</p>