PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: MISD Aspiring Manager Certificate (AMC)	**Course Duration**: 2.0 Days
Exam: Included	**Exam Type**: Proctored Exam
Qualification: MISD Aspiring Manager (AMC) Certificate	

Course Syllabus

Our MISD Aspiring Manager Certificate (AMC) training course includes three remote training sessions with tutor - Noel Bruton:

Remote Session 1: (1 Hour)

- Introductions, course format, set expectations.

Remote Session 2: (2.5 Hours)

- The tutor seeks assurance that key topics have been learned and will test your knowledge with discussion and quizzes resembling exam format. The discussion is open to any topic that you wish you to address.

Remote Session 3: (2.5 Hours)

- It is the same as Remote Session 2, but with open-book exam invigilated via webcam.

In between remote sessions, guidance is provided on what study is to be completed prior to the next session.

Course Overview

Please Note: Our MISD Aspiring Manager Certificate (AMC) training course is split up over one introduction session and two tutorial sessions.

Our MISD Aspiring Manager Certificate (AMC) training course is designed for the IT Support operative aspiring to or being readied for a supervisory, or ultimately a management position.

Course Learning Outcomes

Our MISD Aspiring Manager Certificate (AMC) training course covers two key areas.

The first area concentrates on the sizeable, fundamental shift in mentality and perspective necessary to commence a career in management. This syllabus element goes deeper than the ubiquitous ‘How to Be a Manager’ style of training, to prepare the developing mind for a philosophical reshaping so that the later management lessons will be planted in a mindset properly ready for them.

This syllabus is especially necessary in IT, which hires technicians exclusively, and so finds it necessary to promote technicians into positions of leadership. But the technical mind is not the managerial mind, and so the promoted technician often fails to take on the management mantle, conducting himself merely as a more highly paid technician, or worse, as simply the ‘Boss’ of his department,

rather than as its orchestrator.

The job of the operative involves following instruction and process. However the manager must have the far broader perspective to realise that a process is even needed, along with the decisiveness to see its implementation, to describe what constitutes success in doing the job and instructing in its conduct.

Furthermore, the operative uses diagnosis to cycle through known parameters and technical knowledge to determine which of these to adjust and by how much, to achieve a given result. However, the manager does not have the luxury of prescribed parameters, so diagnostics must be replaced by an analytical approach; which must also comprise a consideration of political factors, not normally an issue for the operative.

The second area is a detailed comprehension of the nature and delivery of external support, such as that offered by the ICT industry's vendors and manufacturers, Value-Added Resellers (VARs), distributors, and Managed Service Providers (MSPs), which are collectively known as 'The Channel'. External Client Support Management (ECSM) differs from IT Service Management (ITSM) in a number of significant ways, meaning that existing ITSM models often do not apply directly in terms of how ECSM service is generated and delivered. This syllabus element deals with the details of those differences. It may be seen as essential understanding for ITSM managers dealing with channel suppliers, as well as for ECSM managers directly.

Audience

Our MISD Aspiring Manager Certificate (AMC) training course is aimed at operational-level technical staff from any part of IT who aspire to positions of supervision, team-leadership or management of others. This could include the following roles:

- Leaders of ICT workgroups experiencing difficulties in growing beyond their technical role.
- Managers requiring a quick refresher of the nature and mindset of their role in a technical context.
- Operatives being fast-tracked toward, or assessed for, future leadership role.

Entry-Level Requirements

There are no formal entry-level requirements for our MISD Aspiring Manager Certificate (AMC) training course.

Recommended Reading

You will be granted pre-course access to the comprehensive MISD: Aspiring Manager Body Of Knowledge. It's important that you read it prior to attending the remote training sessions.

What's Included

Our MISD Aspiring Manager Certificate (AMC) training course is provided in a blended learning format including tailored work in advance, self-study and online discussion and tutor support.

Exam Information

MISD Aspiring Manager Certificate (AMC) Examination:

The MISD Aspiring Manager Certificate (AMC) examination is provided via email on the final day of the training along with an answer sheet that is to be printed off. The exam is observed remotely by the tutor over webcam. Once the exam is completed then a

photograph of the answer sheet will be sent onto the tutor for marking.

- Format: 40 Multiple-Choice Questions
- Duration: 80 Minutes
- Pass Mark: 28/40 (70%)
- Results: Within 2 Weeks, Examiners Decision Is Final

If you fail the MISD Aspiring Manager Certificate (AMC) examination, there is a maximum of two exam re-sits. After two re-sits, examination opportunities require you to retake the entire MISD Aspiring Manager Certificate (AMC) training course.

What's Next

Our MISD Operational Manager Certificate (OMC) training course provides skills and practices in the operational management of an IT support workgroup; thus is for any manager in charge of a group involved in the chain of receipt and resolution of user or systems support enquiries. It impacts the heads of all technical workgroups in Production ICT either in an ITSM or ECSM context.

That includes Service Desk, Helpdesk, Desktop Support, Communications, Network and Infrastructure, Business Applications, Operations and DevOps, and may also include Development, where they are used in a support context.

Additional Information

Our MISD Aspiring Manager Certificate (AMC) training course is designed to provide your career in IT management with the best possible start. Its philosophical preparation provides a sound context for all following management lessons. In terms of success in your own department, this may be all you need to ready your mind for management concepts and your own innovations in the way you run your workgroup.

The MISD Aspiring Manager Certificate (AMC) not only describes your managerial responsibilities and your approach to them, it provides them in the form of a to-do list that provides a list of managerial activities throughout the working day.