PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: MISD Operational Manager Certificate (OMC)	**Course Duration**: 3.0 Days
Exam: Included	**Exam Type**: Proctored Exam
Qualification: MISD Operational Manager (OMC) Certificate	

Course Syllabus

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

Remote Session 1: (1 Hour)

- Introductions, course format, set expectations.

Remote Session 2 & 3: (2.5 Hours Each)

- 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 4: (2.5 Hours)

- It is the same as Remote Session 2 & 3, 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 Operational Manager Certificate (OMC) training course is split up over one introduction session and three tutorial sessions.

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.

Course Learning Outcomes

Our MISD Operational Manager Certificate (OMC) training course is in management, not technology. Unlike a technical specialisation, management is a horizontal skillset, applicable almost anywhere. Acquiring that skillset is advancement in itself – but furthermore, it opens up a broader panoply of career opportunities because of its universality.

The job of the successful manager is full of reward. It is knowing that by your actions and decisions, the staff who work for you and around you are getting more out of their jobs and their working lives by following a leader who runs the workgroup in their interests as well as those of the business. It is knowing that the department's customers are getting the right services, properly delivered.

It is seeing how your staff are appreciated by their customers. It is in the satisfaction of developing staff skillsets and knowing that their growth and advancement are the results of your policies and decisions.

Audience

Our MISD Operational Manager Certificate (OMC) training course is aimed at heads of all and any IT Technical Workgroup where IT support resolutions are part of the typical workload, especially where that work comprises interaction with end users and corporate authorities, including but not limited to Service Desk, Development, Desktop Support, Network or Communications Specialists, Applications Support Specialists.

Entry-Level Requirements

You must be able to demonstrate numeracy to adult skill level International PIAAC & IALS Level 4, England NQF & Wales CQFW Level 2, Scotland SCQF Level 5.

Recommended Reading

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

What's Included

Our MISD Operational Manager Certificate (OMC) 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 Operational Manager Certificate (OMC) Examination:

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

What's Next

Our MISD Support Strategy Manager Certificate (SSMC) training course will provide a philosophical approach along with skills and practices in the design, construction, and implementation, of an end-to-end, cross-department, IT user and systems support

strategy.

Additional Information

Our MISD Operational Manager Certificate (OMC) training course provides the ‘how to’ of running a successful support workgroup, in the form of interlinked methods and techniques that have been developed, tested, and proven over several decades in a range of industries. The successful candidate in this training receives a portable qualification and direction in career advancement.