PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: MISD Foundation & Operative Certificate (FOC)	**Course Duration**: 3.0 Days
Exam: Included	**Exam Type**: Proctored Exam
Qualification: MISD Foundation & Operative (FOC) Certificate	

Course Syllabus

The purpose of the MISD curriculum is to professionalise IT support so that the business receives consistent, rapid resolutions to arising production IT issues; thus those issues' detrimental effect to the business is minimised.

Professional staff are easier to engage and to manage from the point of view of professional managers; but this qualification cuts both ways, as it also teaches those staff to expect a similar level of professionalism from their superiors.

The MISD Foundation & Operative Certificate (FOC) is about how to contribute efficiently and effectively to IT Support delivery, so as to provide a solid platform for that professionalism.

Course Overview

Our three-day MISD Foundation & Operative Certificate (FOC) training course covers the terminology, concepts, and practices applicable to the Foundation & Operative primary study level in the Mastering IT Support Delivery (MISD) curriculum.

Our MISD Foundation & Operative Certificate (FOC) training course will provide you with guidance in basic professionalism in IT Support, including attitude, role comprehension, approach, technique, and conduct.

Course Learning Outcomes

Our MISD Foundation & Operative Certificate (FOC) training course is the first step in IT support professionalism, recognises the human aspect of IT Support, in acknowledgement that this awareness will also be needed later in the career.

The core focus of our MISD Foundation & Operative Certificate (FOC) training course is the business imperative that creates the need for IT Support, how that need supersedes technological considerations and influences everything in IT support from priority-setting to how the support service should be structured and delivered.

This is essentially how to understand and do the job of an IT Support operative in first or second line, production or development IT, user or systems support, internal or external users.

Audience

Our MISD Foundation & Operative Certificate (FOC) training course is aimed at entry-level and operational IT staff from any IT department where IT support resolutions are part of the typical workload, especially where that work comprises interaction with end users and corporate authorities. So not necessarily limited to classic front-end IT Support workers, but will also involve development

and systems support.

Entry-Level Requirements

There are no formal entry-level requirements for our MISD Foundation & Operative Certificate (FOC) training course.

Recommended Reading

Illian, Victor – 'The Successful Employee: Proven, Practical Methods to Advance Your Career' – ISBN-10: 1975749383

What's Included

Our MISD Foundation & Operative Certificate (FOC) training course includes the formal examination and course materials.

Exam Information

MISD Foundation & Operative Certificate (FOC) Examination:

- 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 Foundation & Operative Certificate (FOC) examination, there is a maximum of two exam re-sits. After two re-sits, examination opportunities require you to retake the entire MISD Foundation & Operative Certificate (FOC) training course.

What's Next

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.

Additional Information

Our MISD Foundation & Operative Certificate (FOC) training course has been designed by one of the world's leading experts in this field; one who originated much of what we now think of as IT Support. The material is practical, proven and based on a powerful principle – that job satisfaction in IT Support is crucial.

Our MISD Foundation & Operative Certificate (FOC) training course not only instructs in how to do your job competently and professionally but also how to get the best out of it for yourself. This is why it shows how to handle stress and how to work for your manager, even if your manager is not so good at managing you.

In addition, you gain a portable qualification in a programme that spans the whole of IT, not just the Service Desk, leading to further qualifications should you choose to take a managerial route through your career.

The MISD Foundation & Operative Certificate (FOC) training course is not just for technicians – it is equally applicable to anybody who performs any function in IT that ultimately leads to the delivery of IT support for users and systems.