

# IT Service Management Professional (ITSMP)<sup>®</sup> Diploma Program

Earn your IT Service Management Professional (ITSMP) Diploma at ITSM Academy  
*ITSM Licensed by the Commission for Independent Education, Florida Department of Education*

The IT Service Management Professional (ITSMP) Program offers diplomas in three (3) occupational disciplines. Each is a well rounded program that encompasses all of the skills needed to successfully execute a specific IT Service Management (ITSM) career-based role. While the curriculum is primarily framed around IT Infrastructure Library<sup>™</sup> (ITIL<sup>®</sup>), the diploma tracks include courses from other ITSM frameworks and standards. In addition to earning credits towards their role-based diploma, the courses equip ITSMP<sup>®</sup> students to take and pass the associated certification examinations. This allows students to earn an occupational diploma while also attaining industry recognized certifications.

While the program is built to be completed over one year, courses are offered with sufficient frequency to accommodate individual student timelines and availability.

The career paths are:

- ITSMP **Change Manager** Diploma (ITSMP-CM)<sup>SM</sup>
- ITSMP **Support Manager** Diploma (ITSMP-SM)<sup>SM</sup>
- ITSMP **Service Level Manager** Diploma (ITSMP-SLM)<sup>SM</sup>

## Entry Criteria

The ITSMP program is intended for IT professionals seeking to advance or change their career by developing all the skills needed to successfully fulfill a specific ITSM job role. Entry criteria includes:

- A minimum of three (3) years working experience in an IT environment (*required*)
- Basic computing skills (*required*)
- A minimum of one (1) year management experience (*recommended*)
- Selection of one of the three ITSMP diploma tracks (*required*)

Prior knowledge of IT Service Management, ITIL or any other ITSM framework is **not** required.

To successfully complete the program and be issued the appropriate diploma (**ITSMP-CM**, **ITSMP-SM** or **ITSMP-SLM**) students must earn 168 clock hours in a chosen diploma track. Each track is comprised of: (*see next page for more detail*)

- 2 required courses
- 2 role-specific courses
- 2 electives
- 1 final project

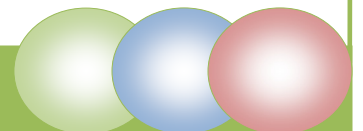
## Transfer Credits

Enrolling students may apply for transfer credits for any course within their track for which they have previously earned a certification, including from other training organizations. A maximum of eighty-two (82) clock hours from outside training organizations will be accepted.

## ITSM Academy

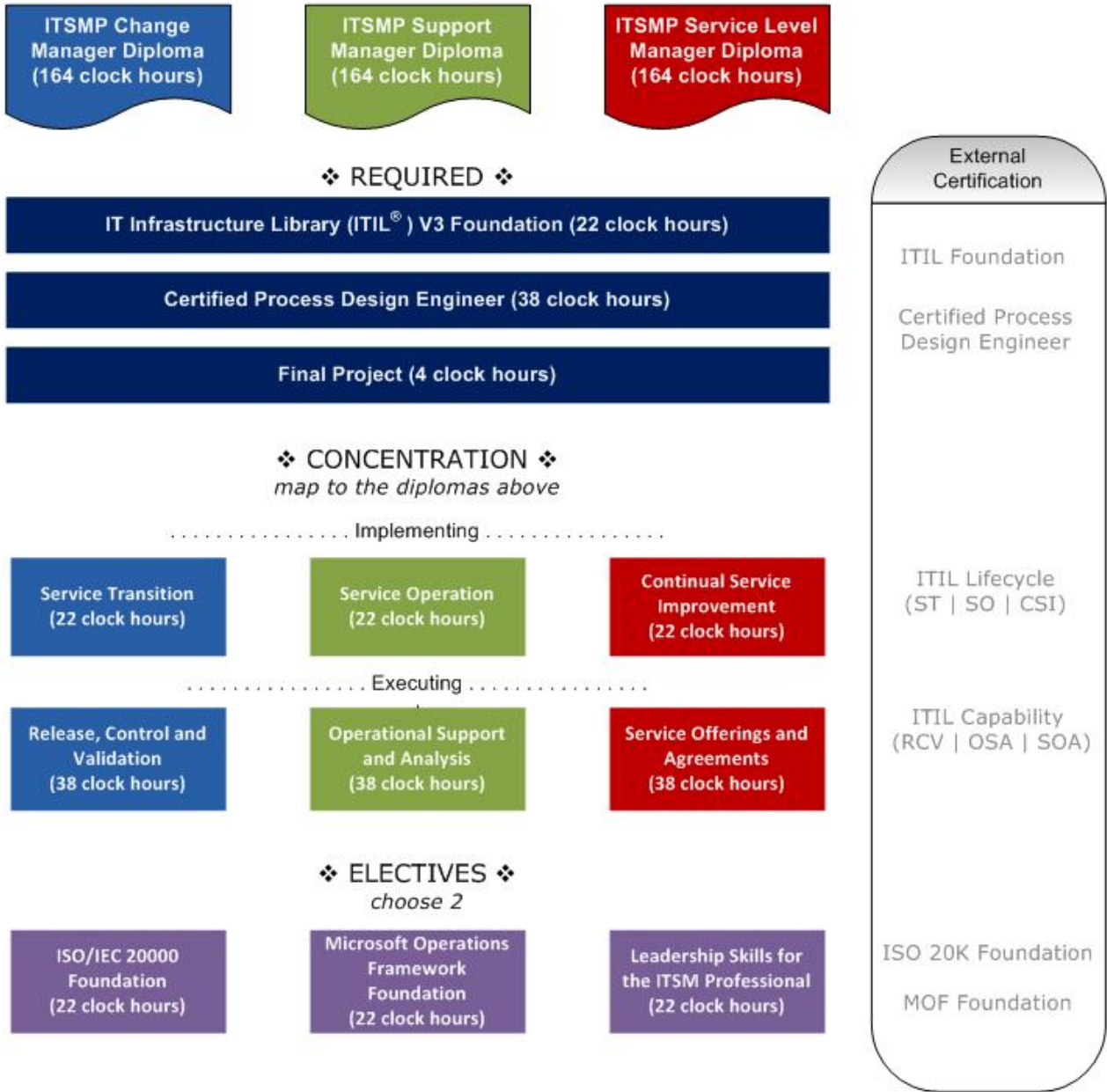
100 West Cypress Creek Road, Suite 890 | Fort Lauderdale, FL 33309

Call or visit the web to learn more: 888.872.ITSMP (4876) | 954.491.3442 | [www.itsmacademy.com/itsmp](http://www.itsmacademy.com/itsmp)



# IT Service Management Professional (ITSMP)<sup>®</sup> Diploma Program

Achieved by earning 168 or more clock hours by completing  
2 Required Courses, 2 Concentration Courses, 2 Electives and 1 Final Project



## Diploma

The credentials issued are **ITSMP-CM**, **ITSMP-SM** or **ITSMP-SLM**, based on the diploma granted.  
**Tuition Assistance** may be available for qualifying students. Contact us to learn more.

*Licensed by the Commission for Independent Education, Florida Department of Education. License # 4142.*

*Additional information regarding this institution may be obtained by contacting the Commission at  
325 West Gaines Street, Suite 1414, Tallahassee, FL 32309-0400, (888) 224-6684.*

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