If you are looking to develop expertise in a specialized area and broaden your knowledge base, but time and cost limitations are interfering with your ability to attend a full degree program, a PECB University Graduate Certificate may be the ideal choice for you. With these programs, we aim to serve success-driven individuals who are eager to explore and embrace new opportunities, broaden their field expertise, and gain a competitive edge in the job market. Our programs will be the vehicle for reaching your full potential, as they will cover field-related practices and the best customizable strategies and methods pertaining to the field of interest. The effect on earnings is just the tip of the certificate program-payoff iceberg, as other very important personal and professional benefits will accrue to our graduates.

A Graduate Certificate from PECB University offers you career-focused, stand-alone education, and facilitates your intellectual growth. Such programs also offer you convenient and economical means of retaining and/or acquiring new skills in a specific area.
## Graduate Certificate in IT Service Management

### Program Snapshot

<table>
<thead>
<tr>
<th>CREDITS</th>
<th>12</th>
</tr>
</thead>
<tbody>
<tr>
<td>DURATION</td>
<td>between 6 and 24 months</td>
</tr>
<tr>
<td>WORK EXPERIENCE</td>
<td>A minimum of 2 years of working experience</td>
</tr>
<tr>
<td>DELIVERY MODE</td>
<td>Online or in-class</td>
</tr>
<tr>
<td>LANGUAGE</td>
<td>English</td>
</tr>
<tr>
<td>AUDIENCE</td>
<td>Designed for candidates seeking to broaden the knowledge and skills in IT Service Management</td>
</tr>
</tbody>
</table>

PECB University Graduate Certificates offer you the opportunity to build expertise in a specialized area, develop industry specific skills, or gain the required skills to transition to a new field. These are short, multi-course academic programs.

The certificate programs are compatible with the MBA degree requirements, enabling certificate recipients to transition to a degree program and transfer credits earned towards the degree. Students who later decide to apply credits earned toward the MBA degree are required to formally apply to the program sought.
Graduate Certificate in IT Service Management

PROGRAM LEARNING OUTCOMES

- Develop a fundamental understanding of objectives, components and benefits of IT Service Management.
- Acquire a thorough understanding of information security challenges that are present in networks and software systems.
- Familiarize with computer networking, operation systems, IT applications, and service management.
- Gain skills to build an appropriate IT infrastructure, or to assist and advice others on how to effectively build an IT infrastructure.
- Evaluate and monitor database systems, local area networks, information systems and information security of an organization.
- Guide an organization in managing and maintaining the delivery of Information Technology Services.

PROGRAM DESCRIPTION

The Graduate Certificate in IT Service Management teaches you to deliver, manage, and sustain the efficiency of the organization's IT services. Through this program, you obtain the required skillset for improving business operations and providing valuable outcomes. The improvement of process performance and optimization of system effectiveness by using advanced IT systems are abilities that this program aims to help you develop.

The courses in this program introduce you to fundamental IT service management practices, principles, and concepts, while preparing you to practically implement the lessons learned during their daily operations. You also learn to communicate IT solutions, manage and improve systems operations, and provide customer support.
Each of the Graduate Certificate programs requires completion of four (4) specialization courses; each worth three (3) credits.

The Graduate Certificate in IT Service Management may land you empowering jobs including but not limited to the positions below:

- IT Service Management Analyst
- IT Service Management Administrator
- IT Service Delivery Manager
- IT Service Operations Manager
- IT Service Continuity Manager
- IT Service Compliance Manager
- IT Service Support Manager
- IT Service Desk Technician

PROGRAM STRUCTURE

PROGRAM REQUIREMENTS

- Each of the Graduate Certificate programs requires completion of four (4) specialization courses; each worth three (3) credits.

COURSE REQUIREMENTS (12 CREDITS)

- IT Service Management Systems Implementation
- IT Service Management Systems Audit
- IT Corporate Governance Management
- Risk Management
APPLICATION PROCESS

PECB University aims to attract the brightest candidates who demonstrate academic excellence and motivation to benefit from our educational offerings. The university welcomes applicants of all backgrounds. Admissions selection criteria have been set on the principle of fairness and equal opportunity by assessing applicants solely on personal merits.

ADMISSION REQUIREMENTS

✔ Bachelor’s degree from an accredited institution;
✔ Cumulative grade point average (GPA) of 3.0 or above;
✔ At least two years of relevant professional experience;
✔ English proficiency as demonstrated through TOEFL iBT or IELTS scores. The minimum required score for TOEFL iBT is 75, while for IELTS 6.5

DOCUMENTS REQUIRED

✔ Completed online application form
✔ Diploma and official grade transcripts
✔ 2 Reference letters
✔ English proficiency test scores
✔ Resume/Curriculum Vitae
✔ Personal statement
✔ Copy of an identification document (passport or similar)
✔ Application fee

SELECTION CRITERIA

✔ Academic excellence and potential
✔ Motivation and suitability for the program of interest
✔ Previous experience
✔ Personal qualities and competencies
✔ Commitment and interest