

IT Service Management Training

Description

The Course:

Organizations the world over is facing an increasing dependence on their IT services in order to survive. There is an expectation that the IT Services not only support the current business activities effectively and efficiently but also provide new, innovative and dynamic responses to their ever changing business requirements. As a consequence, Service providers can no longer just focus their attention on technology they need to consider the quality and consistency of the services they provide and develop a true partnership with their customers.

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One of the responses to this challenge is to consider using ITIL® (IT Infrastructure Library) Service Management best practice which has now become a world de facto standard and is widely adopted across all business sectors. Service Management is about understanding business priorities, identifying how/where IT investment should be made and assessing the correct approach to establishing appropriate control over the IT infrastructure and the services that underpin its success.

Program Objectives:

- To introduce delegates to IT Service Management (ITIL)
- To gain an understanding of the ITIL processes and activities covered in the ITIL core guidance
- To understand the terminology and characteristics of good practice in ITIL
- To prepare delegates to apply the knowledge in the workplace
- To provide the foundation for further study

The Content:

Day one:

- Welcome/Introductions
- Introduction to IT Service Management as a Practice
- The Service Lifecycle and Basic Concepts
- Service Strategy

- Financial Management
- Demand Management
- Service Portfolio Management

Day two:

- Review of Day 1
- Service Design
- Service Level Management
- Service Catalogue Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management
- Supplier Management

Day Three:

- Review of Day 2
- Service Transition
- Change Management
- Service Asset & Configuration Management
- Release & Deployment Management
- Knowledge Management
- Service Operation
- Operational Functions:
- The Service Desk
- Technical Management
- Applications Management
- Operations Management
- Operations Control
- Facilities Management

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Day Four:

- Review of Day 3
- Service Operations continued
- Operational Processes
- Incident Management
- Problem Management
- Event Management
- Access Management
- Request Fulfilment Management

Day Five:

- Review Day 4
- Continual Service Improvement
- Technology, Tools and Architecture

- Programme administration
- Programme Closure

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