



IT SERVICE Management

Course Introduction:

- The ITIL view of Service Management;
- The need to specify and align ITSM strategies with business objectives;
- Recognition services need to be managed to a lifecycle;
- A change in implementation approach from process-led to service lifecycle centric;
- Recognition of the important role of service requests;
- The introduction of new 'processes' in the form of request fulfillment, event and access management;
- Greater emphasis on the management of a service model, service portfolios and service offerings.

Course Objectives:

By the end of the course, you will have covered the following areas:

- The concept of Good Practice
- The concept of Service
- The concept of Service Management
- Define and distinguish between Functions, Roles and Processes
- The process model
- Characteristics of processes

Who Should Attend?

IT Managers or Practitioners involved in the strategy, design, implementation and ongoing delivery of business-used IT services. Individuals requiring an insight into Service Management best practice.

Course Outline:

Course Focus

- Service Management as a practice
- The concept of good practice
- The concept of a service & Service Management
- Define processes, roles and functions

The Service Lifecycle

- Understand the Service Lifecycle and its key concepts
- Understand the business value of the phases.

Key concepts and definitions

- Understanding the key terminology, the key concepts of Service Management, key principles and models.

Service Strategy

- What is Service Strategy?
- Understand the goals & objectives of Service Strategy
- Understand the 4 main activities of Service Strategy
- Basic overview of value creation through services
- Overview 3 Service Strategy processes.

Service Design

- Importance of people, processes, products & partners
- Understand the five major aspects of Service Design
- Understand the different sourcing approaches
- Overview of the 7 Service Design processes.

Service Transition

- Explain the Service V model
- Overview of Service Transition processes.

Service Operation

- IT Service versus technology components
- Quality of Service versus cost of service
- Reactive versus proactive
- Overview of the Service Transition processes
- Objectives of Continual Service Improvement
- The 7 step improvement process.

Functions

- The Service Desk; Technical Management
- Application Mgmt; IT Operations Mgmt.

Roles

- Process owner; Service Owner; RACI model in determining organizational structure.

Technology and Architecture

- Requirements for an integrated set of Service Management technology
- How Service automation assists with integrated processes.

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentations

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session