BLACKBIRD FOR TRAINING

Foundations of IT Service Management: Service Value, Delivery & Continuous Improvement

8 – 12 March 2027
Kuala Lumpur (Malaysia)



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Ref: 3254831_322767 **Date:** 8 – 12 March 2027 **Location:** Kuala Lumpur (Malaysia) **Fees:** 4900 GBP

Introduction

The Foundations of IT Service Management: Service Value, Delivery & Continuous Improvement Course is designed to provide participants with a comprehensive introduction to the principles, concepts, and practices of modern IT Service Management. As organizations increasingly depend on technology to support business operations, deliver services, and drive innovation, the need for structured service management practices has become essential for achieving operational excellence, service reliability, and customer satisfaction.

This course helps professionals understand how IT services create value, support organizational objectives, and contribute to business success. Participants will gain practical knowledge of service management concepts, service delivery models, service value creation, governance principles, performance management approaches, and continual improvement methodologies that enable effective and efficient service operations.

Through a combination of interactive discussions, practical exercises, and real-world examples, participants will develop a strong foundation in service management practices and learn how to improve service quality, enhance operational efficiency, strengthen stakeholder engagement, and support organizational goals through effective service delivery.

Course Objectives

By the end of this course, participants will be able to:

- Understand the fundamental concepts of modern IT Service Management.
- Explain the purpose and value of effective service management.
- Understand the key elements that contribute to successful service delivery.
- Explore the organizational, technological, operational, and stakeholder factors that influence service performance.
- Identify the principles that support effective service management.
- Understand core service management practices and their role in operational excellence.
- Analyze how IT services contribute to business value creation.
- Apply service management concepts to improve operational effectiveness.
- Understand continual improvement approaches within service environments.
- Strengthen alignment between technology services and organizational objectives.
- Improve collaboration between service providers, customers, and stakeholders.
- Support service quality and customer satisfaction initiatives.



Course Outlines

Day 1: Foundations of IT Service Management

- Introduction to IT Service Management concepts and terminology.
- Evolution of service management practices.
- Understanding services, service consumers, and service providers.
- Service value creation and organizational outcomes.
- Stakeholders and service relationships.
- Principles of effective service management.
- Practical exercise: Mapping business requirements to service outcomes.

Day 2: Service Value Creation and Service Management Principles

- Understanding how services create and deliver value.
- Service delivery lifecycle and operational workflows.
- Organizational alignment and governance fundamentals.
- Customer-focused service management approaches.
- Collaboration across business and technology functions.
- Service quality, reliability, and customer expectations.
- Workshop: Applying service management principles to real-world scenarios.

Day 3: Core Service Management Practices

- Introduction to essential service management practices.
- Incident response and service restoration fundamentals.
- Problem identification and root cause management concepts.
- Managing service changes and operational transitions.
- Service request management processes.
- Service support functions and responsibilities.
- Practical exercises based on common service management situations.

Day 4: Performance Management and Continual Improvement

- Understanding continual improvement concepts and methodologies.
- Measuring service performance and effectiveness.
- Key Performance Indicators KPIs and service metrics.
- Service reporting and performance monitoring.
- Identifying opportunities for service enhancement.
- Data-driven decision-making for service improvement.
- Workshop: Developing a service improvement initiative.



Day 5: Integrated Service Management Application

- Review of core service management concepts and practices.
- Applying service management principles to organizational challenges.
- Service management case studies and practical discussions.
- Building a service-focused operating approach.
- Developing service improvement roadmaps.
- Final practical assessment and knowledge review.
- Course wrap-up and action planning.

Why Attend This Course? Wins & Losses!

- Gain a solid understanding of modern IT Service Management concepts and practices.
- Improve the quality and efficiency of technology-enabled services.
- Strengthen service delivery and operational effectiveness.
- Enhance alignment between technology services and business objectives.
- Develop practical problem-solving and service improvement capabilities.
- Improve customer and stakeholder satisfaction through better service management.
- Build a strong foundation for professional growth in service management roles.
- Learn proven approaches for managing and improving services.
- Support operational excellence and organizational performance.
- Develop practical skills applicable across multiple industries.

Conclusion

The Foundations of IT Service Management: Service Value, Delivery & Continuous Improvement Course provides participants with a strong foundation in modern service management principles and practices. Through a structured learning approach, the course develops the knowledge and practical understanding required to improve service quality, enhance operational efficiency, and support organizational objectives.

By exploring service value creation, service delivery models, governance concepts, performance management techniques, and continual improvement methodologies, participants gain the confidence to apply effective service management approaches within their organizations. The course also helps professionals better understand how well-managed services contribute to organizational performance, stakeholder satisfaction, and long-term business success.

Upon completion, participants will be better prepared to support service improvement initiatives, contribute to operational excellence, strengthen service reliability, and apply modern service management practices within a wide range of organizational environments.

