IT Service Management Fundamentals: Frameworks and Delivery

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Dubai (UAE)

UK Traininig
PARTNER



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IT service management ITSM is the set of practices an organisation uses to plan, deliver, support and improve the IT services its people rely on, from the service desk to change control. This one-week fundamentals course is for early-career IT support, operations and governance staff, and its final deliverable is a service catalogue entry for one IT service with SLA targets, KPIs and improvement actions.

Introduction

The course draws on three references. ITIL 4 is a good-practice framework that organises IT work into a service value chain and a set of practices. COBIT is a governance framework that sets objectives for directing and controlling enterprise IT. ISO/IEC 20000-1:2018 is the international standard stating requirements for a service management system. The level is foundation: terms first, then condensed practice across one week. Teaching follows a running case study of a support desk serving a retailer and a hospital, with a short exercise after each topic.

Course Objectives

- Define IT service management and distinguish utility from warranty when describing what an IT service delivers
- Compare the ITIL v3 lifecycle with the ITIL 4 service value chain and select the view that suits a team's current processes
- Distinguish COBIT governance objectives from ISO/IEC 20000-1 requirements when explaining who sets direction and who proves conformity
- Apply incident, problem, change and access steps to route a support request to the right queue
- Interpret KPIs such as resolution time and change success rate to judge whether a service meets its agreed targets
- Justify improvement actions for one IT service using the continual improvement model

Target Audience

- Support desk analysts and team leads new to process ownership, who must decide whether a ticket is an incident, a problem or a change
- Infrastructure and application support staff moving toward service roles, who must judge how a planned change affects live users
- Junior IT coordinators introducing ticketing or tooling, who must choose which practices to adopt first
- Early-career analysts in IT governance, audit or quality teams, who must interpret what COBIT and ISO/IEC 20000 ask of IT operations
- Staff handling IT outsourcing contracts, who must assess whether agreed service levels are measurable



Course Outline

Day 1: ITSM Terms and Three Reference Frameworks

- ITSM vs Technology-Centred IT Support: Shifting Attention from Devices to User Outcomes
- Utility vs Warranty: Defining What an IT Service Does and How Reliably
- ITIL, COBIT and ISO/IEC 20000 Overview: Purpose and Scope of Each Reference
- IT Services in Organisational Strategy: How Support Underpins Operations and Goals
- Service Catalogue Basics: Describing an IT Offering for the People Who Use It

Day 2: The ITIL Lifecycle and Value Chain

- ITIL v3 Lifecycle vs ITIL 4 Value Chain: Two Ways of Organising IT Work
- Strategy and Design Stages: Deciding What to Offer and How It Is Built
- Transition Stage: Moving New or Altered Services into Live Use Safely
- Operation and Continual Improvement Stages: Running Services Daily and Refining Them
- Process Roles and Quality: Owner, Manager and Practitioner Responsibilities in Each Stage

Day 3: Governance with COBIT and Conformity with ISO/IEC 20000

- COBIT vs ISO/IEC 20000-1: Governance Framework Compared with a Certifiable Requirements Standard
- COBIT Governance Objectives: Control Objectives and Risk Mitigation for Enterprise IT
- ISO/IEC 20000-1 Structure: Clauses, Required Records and How Certification Audits Work
- ISO/IEC 20000 Implementation Approaches: Gap Assessment, Phased Rollout and Documentation
- Combining References: Using ITIL Practices to Meet COBIT and ISO/IEC 20000 Requirements

Day 4: Running and Measuring Daily Operations

- Incident vs Problem Handling: Restoring Use Quickly Compared with Removing Root Causes
- Change and Access Control: Authorising Changes and Granting or Revoking User Rights
- Automation, AI and Cloud-Based ITSM Tools: Where Each Reduces Manual Ticket Handling
- KPIs and Metrics: Tracking Resolution Time, First-Contact Fix and Change Success
- Continual Improvement Model: Seven Steps from Vision to Measured Progress

Day 5: Applying the Fundamentals to an IT Service Case

- SLA vs OLA: Commitments to Users Compared with Commitments Between Internal Teams
- Relationship Management and User Satisfaction: Gathering Feedback and Acting on Survey Results
- Leading an ITSM Initiative: Applying Change Leadership to Team Adoption of New Processes
- ITSM Trends and Support Culture: Applying Earlier Metrics to Future Tooling Choices
- Service Catalogue Entry: Finalising SLA Targets, KPIs and Improvement Actions for One Service



Skills You Will Gain

- Incident Classification
- Root-Cause Problem Analysis
- Change Authorisation
- Service Catalogue Writing
- SLA and OLA Drafting
- KPI Selection
- Framework Mapping
- Continual Improvement Planning

Why Attend This Course

- From handling every ticket the same way to separating incidents, problems and changes and routing each correctly
- From treating ITIL, COBIT and ISO/IEC 20000 as competing rulebooks to knowing where each one fits
- From reporting ticket counts to tracking resolution time, first-contact fix and change success against agreed targets
- From an undocumented IT offering to a service catalogue entry with SLA targets, KPIs and improvement actions

Conclusion

Managing IT as a set of services means describing what users receive, agreeing how well it must work and organising support teams to keep that promise. The course clarifies three distinctions: utility versus warranty, incidents versus problems, and a governance framework such as COBIT versus a requirements standard such as ISO/IEC 20000-1. It suits support, operations and governance staff early in their careers who need a one-week grounding before deeper specialist study.

Course FAQs

What is IT service management?

IT service management is the discipline of treating IT as services that users consume, with agreed levels, defined support processes and measured results. It covers the service desk, incident and change handling, catalogue design and ongoing improvement.

What is the difference between an incident and a problem in IT service management?

An incident is an unplanned interruption that support staff restore as fast as possible. A problem is the underlying cause of one or more incidents, investigated so it can be removed and the incidents stop recurring.



Which framework does IT service management fundamentals training follow?

The course follows ITIL 4 for practices and the value chain, while placing COBIT as the governance layer and ISO/IEC 20000-1:2018 as the requirements standard an organisation can be audited against.

Is IT service management fundamentals training right for a support desk analyst?

Yes. A support desk analyst handles incidents and requests daily, and the sessions on classification, routing, KPIs and SLAs connect that routine work to the reference frameworks and to the targets the desk is measured against.

What do delegates produce in IT service management fundamentals training?

Delegates produce a service catalogue entry for one IT service from the case study, stating its purpose, users, SLA targets, supporting OLAs, KPIs and a short list of improvement actions.

