

IT Service Management (ITSM)

Istanbul (Turkey)

11 - 22 August 2024

UK Traininig

PARTNER



IT Service Management (ITSM)

Code: IT28 From: 11 - 22 August 2024 City: Istanbul (Turkey) Fees: 7900 Pound

Introduction

In today's digital age, Information Technology Service Management ITSM is crucial for aligning IT services with the needs of the business. This comprehensive course is designed to provide participants with an in-depth understanding of ITSM principles, frameworks, and best practices. The course will cover the latest advancements in ITSM, focusing on how these can be leveraged to enhance service delivery, improve customer satisfaction, and drive business value. Through a mix of theoretical knowledge and practical applications, participants will gain the skills needed to manage IT services effectively and efficiently in a dynamic business environment.

Objectives

- Understand the fundamental concepts and principles of IT Service Management.
- Apply ITSM frameworks such as ITIL, COBIT, and ISO/IEC 20000.
- Implement best practices for IT service design, transition, operation, and continuous improvement.
- Utilize modern tools and technologies to enhance IT service delivery and management.
- Develop strategies to align IT services with business objectives and improve service quality.
- Manage and mitigate risks associated with IT services.
- Measure and analyze IT service performance using key metrics and indicators.
- Lead ITSM projects and initiatives to drive organizational change and innovation.
- Enhance customer satisfaction through effective service management and delivery.
- Foster a culture of continuous improvement within the IT organization.

Course Outline

Day 1

Introduction to IT Service Management

- Overview of ITSM
- Importance of ITSM in modern organizations
- Key concepts and terminology
- Introduction to ITSM frameworks ITIL, COBIT, ISO/IEC 20000

Day 2



ITIL Framework and Lifecycle

- ITIL service lifecycle stages
- Service strategy, design, transition, operation, and continual service improvement
- Key processes and functions within each stage

Day 3

COBIT Framework

- Introduction to COBIT
- COBIT principles and enablers
- Implementing COBIT for IT governance and management

Day 4

ISO/IEC 20000 Standards

- Overview of ISO/IEC 20000
- Requirements and certification process
- Implementing ISO/IEC 20000 in organizations

Day 5

Service Design and Transition

- Designing IT services to meet business needs
- Service design processes and practices
- Transitioning services into the live environment
- Change management and release management

Day 6

Service Operation

- Managing day-to-day IT operations



- Incident and problem management
- Request fulfillment and access management
- Monitoring and event management

Day 7

Continual Service Improvement

- Importance of continual service improvement
- CSI model and approach
- Metrics and measurement for improvement
- Implementing CSI initiatives

Day 8

Modern Tools and Technologies in ITSM

- Overview of ITSM tools and platforms
- Automation and AI in ITSM
- Cloud-based ITSM solutions
- Case studies and practical applications

Day 9

Aligning IT Services with Business Objectives

- Strategies for aligning IT services with business goals
- Service level management and agreements
- Business relationship management
- Enhancing customer satisfaction and value delivery

Day 10

Leadership and Innovation in ITSM



- Leading ITSM projects and teams
- Change management and organizational transformation
- Innovation and future trends in ITSM
- Developing a culture of continuous improvement



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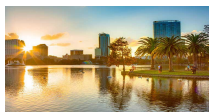


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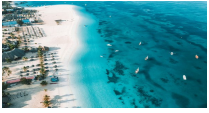
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