

IT Service Management (ITSM)

Lyon (France)

6 - 17 January 2025

UK Traininig

PARTNER



IT Service Management (ITSM)

Code: IT28 From: 6 - 17 January 2025 City: Lyon (France) Fees: 8300 Pound

Introduction

In today's digital era, Information Technology Service Management ITSM is essential for aligning IT services with business needs. 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 IT service management, focusing on how these can be leveraged to enhance service delivery, improve customer satisfaction, and drive business value. Through a combination of theoretical knowledge and practical applications, participants will gain the skills needed to manage IT services effectively and efficiently in a dynamic business environment.

Course 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 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 Outlines

Day 1: Introduction to IT Service Management

- Overview of IT Service Management and its importance in modern organizations.
- Key concepts and terminology related to ITSM.
- Introduction to ITSM frameworks: ITIL, COBIT, and ISO/IEC 20000.

Day 2: The ITIL Framework and Service Lifecycle

- Stages of the ITIL service lifecycle: service strategy, design, transition, operation, and continual service improvement.
- Key processes and functions within each stage.
- Understanding the benefits of ITIL in enhancing service quality and operational efficiency.

Day 3: The COBIT Framework

- Introduction to COBIT and its relevance in IT governance and management.



- Principles and enablers of COBIT.
- Implementing COBIT for effective IT management and risk mitigation.

Day 4: ISO/IEC 20000 Standards

- Overview of ISO/IEC 20000 and its role in IT service management.
- Requirements for ISO/IEC 20000 certification and the certification process.
- Implementing ISO/IEC 20000 within an organization for improved service delivery.

Day 5: Service Design and Transition

- Designing IT services to align with business requirements.
- Service design processes and practices.
- Transitioning services into the live environment.
- Change management and release management best practices.

Day 6: Service Operation

- Managing day-to-day IT operations and ensuring service reliability.
- Incident and problem management.
- Request fulfillment and access management.
- Monitoring and event management for optimal service performance.

Day 7: Continual Service Improvement CSI

- Importance of continual service improvement in ITSM.
- The CSI model and its approach to service enhancement.
- Metrics and measurement tools for assessing improvement.
- Implementing and managing CSI initiatives.

Day 8: Modern Tools and Technologies in ITSM

- Overview of ITSM tools and platforms.
- The role of automation and artificial intelligence AI in ITSM.
- Cloud-based ITSM solutions and their benefits.
- Case studies and practical applications of ITSM tools.

Day 9: Aligning IT Services with Business Objectives

- Strategies for aligning IT services with broader business goals.
- Service level management and service level agreements SLAs.
- Business relationship management for improved collaboration.
- Enhancing customer satisfaction and value delivery through effective IT management.

Day 10: Leadership and Innovation in ITSM

- Leading ITSM projects and teams for successful outcomes.
- Change management and driving organizational transformation.
- Innovation and future trends in ITSM.



- Developing a culture of continuous improvement within the IT department.

Conclusion

This IT Service Management course is essential for professionals aiming to build an extensive understanding of ITSM principles and best practices. By learning what IT service management entails and recognizing its importance, participants will be equipped to implement IT service management processes effectively. This will not only help align IT services with business objectives but also enhance operational performance and customer satisfaction. With a strong focus on the benefits of IT management, participants will develop the skills to lead ITSM projects, apply modern solutions, and foster a culture of continuous improvement in their organizations.



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