IT Service Management

Course code: ITSM

The IT Service Management course focuses on the professional management of IT services within organizations and corporate environments. This course provides participants with comprehensive knowledge and skills required for effectively managing and optimizing IT services to help organizations achieve their business objectives while ensuring a high level of customer satisfaction.

Who is the course for

The IT Service Management course is designed for IT managers, professionals, and individuals seeking to enhance the management of IT services within their organizations. Participants will acquire advanced knowledge and practical skills to effectively implement and sustain ITSM processes, driving greater value from IT to support organizational success.

What we teach you

During the course, participants will be introduced to key concepts and frameworks of IT Service Management, including ITIL (Information Technology Infrastructure Library), DevOps (Development and Operations), SCRUM, and others.
Upon completing the course, participants will be well-prepared for certifications in IT Service Management, unlocking enhanced career opportunities and pathways for professional growth in the IT sector.

Course outline

1. IT Basics of IT Service Management: Introduction to ITSM, its history, and its importance to organizations.

2. IT Service Lifecycle: Stages of the IT service lifecycle, including strategy, design, transition, operation, and improvement.

3. ITIL Framework: A detailed look at key ITIL concepts and processes, such as Incident Management, Problem Management, Change Management, and more.

4. DevOps Framework: How to use DevOps to achieve effective IT process management and security.

5. Service Level Management: How to manage service levels, SLA (Service Level Agreement), and SLR (Service Level Requirement).

6. Governance and Compliance: Governance and compliance principles in ITSM.

7. Technologies and Tools: An overview of tools and technologies that support IT Service Management.

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