

Configuration Management

Service Management Training

HDI curriculum addresses the needs of support professionals throughout their careers and the various maturity levels of their support operations. It presents the business processes and soft skills required to increase productivity, profitability, and improve customer satisfaction.

Course Overview

Learn the real intent and value of the CMDB, what ITIL v3 has to say, and then a practical approach to the CMDB. Discover tools that can help, 10 things to avoid, and the keys to success.

Key concepts presented are configuration items, scope, level, attributes, and the difference between asset management, inventory management, and configuration management.

This high-energy workshop is filled with practical guidance, templates, quick wins, and tips for successfully implementing ITIL best-practice methodologies for configuration management.

What You Will Learn

- ▶ The purpose/goal/objective of configuration management
- ▶ The value configuration management brings to your business or organization
- ▶ Key concepts such as configuration items, scope, level, attributes, and the difference between asset management, inventory management, and configuration management
- ▶ Identify and define key roles and responsibilities
- ▶ Critical success factors and key performance indicators
- ▶ The benefits, possible problems, and costs of configuration management
- ▶ Configuration management and its relationship to other ITIL processes
- ▶ Tools that support configuration management
- ▶ Top considerations to implementing
- ▶ Top 10 things to avoid

Course Prices

Classroom: Interactive one-day course among peers.

HDI Member Price: \$595 per person / Price: \$645 per person

Virtual Classroom: Live, instructor-led training delivered over the Internet via two-hour sessions for three consecutive days.

HDI Member Price: \$545 per person / Price: \$595 per person

On-Site: A one-day course conducted at your company's site.

Call 800.248.5667 for pricing.

Register

Call: 800.248.5667 Visit: www.ThinkHDI.com/con



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