Course Overview

ITIL® defines incident management as "restoring normal service as quickly as possible, with minimal disruption to the business." Discover why incident management is foundational to improving the support center's performance.

This course helps establish what should be considered "normal service" within a company as well as how to determine business impact and prioritize incidents to "minimize disruption to the business."

This course presents experience-based guidance, templates, quick wins, examples, and tricks for successfully implementing ITIL best practices for incident management, service request fulfillment, and event management.

What You Will Learn

- Templates and tools to help the restoration process
- Appropriate key performance indicators
- How to design and implement the ITIL incident management and service request fulfillment processes
- Development and management work arounds to "fix it fast"
- How to conduct a process maturity assessment for incident management

Who Should Attend

— Managers, process owners, practitioners, and stakeholders who need to gain a thorough understanding of how to deploy and/or assess and improve the incident management, request fulfillment, and event management processes in their organizations

Course Prices PDU 6

Public Classroom Training: Interactive one-day course among peers.
Member Price: $645 / Price: $695

Virtual Classroom Training: One day of live, instructor-led training delivered over the Internet.
Member Price: $645 / Price: $695

Onsite Training: 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/IM*

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Course Outline

Incident Management

Unit 1: IT Service Management Overview

Unit 2: Identifying IT Services
- What Is a Service?
- Who Are Your Customers?
- Why Is it Crucial to Understand What Our Services Are and Who Our Customers Are?

Unit 3: Event Management
- Incident Models
- Event Correlation
- Event Monitoring
- Event Metrics

Unit 4: Incident Management In-Depth
- Value to the Business
- Incident Logging
- Incident Categorization
- Service Requests
- Request Fulfillment and Service Requests
- Prioritization
- Major Incidents
- Matching and Knowledge Management
- Escalation
- Incident Closure
- Incident Management Metrics

Unit 5: Keys to Success
- Leading Change
- Roles and Responsibilities

Unit 6: Process Maturity Assessment
- Identifying Stakeholders
- Performing the Assessment
- Reporting the Results

This course is delivered in partnership with Propoint Solutions.

UBM