

# Service Management Essentials

## Course Overview

The primary goal of IT service management is to deliver quality services that enable desired business outcomes. To accomplish this, service providers often face a precarious balancing act of managing customer relationships and requirements, understanding and managing demand and patterns of business activities, aligning internal and external suppliers, and maintaining fiscal responsibility by making sound IT investments. If you want to increase the value of your IT services to the business, you should focus first on these customer-facing processes.

## What You Will Learn

- ▶ How to leverage governance, frameworks, standards, and best practices
- ▶ How to design and implement aligned incident management and service request processes
- ▶ Trending and root cause analysis techniques for proactive problem management
- ▶ A logical approach to implementing an efficient change management process
- ▶ Strategies and templates for successful service level management
- ▶ How to assess the maturity of your service management processes and develop a road map for success

## Who Should Attend

— Managers, process owners, practitioners, and stakeholders who need to gain an in depth understanding of how to deploy and/or assess and improve the core service management/ITIL Processes including: Service level management, incident management, problem management, and change management

## Course Prices



**Public Classroom Training:** Interactive two-day course among peers.  
**Member Price: \$1,495 / Price: \$1,595**



**Onsite Training:** A two-day course conducted at your company's site.  
**Call 800.248.5667 for pricing.**

## Register

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# Course Outline

## Service Management Essentials

### *Unit 1: Service Level Management*

- ▶ Identify Your Customers and Services
- ▶ Determine What Your Customers Need
- ▶ Develop Underpinning Contracts
- ▶ Develop Operational Level Agreements
- ▶ Develop Service Level Agreements
- ▶ Price Your IT Services
- ▶ Build Your Service Catalog
- ▶ Monitoring and Reporting IT Performance
- ▶ Assessing the Maturity of Your Organization's SLM Process

### *Unit 2: Events, Incidents, and Request Fulfillment*

- ▶ Event Management
- ▶ Incident Management In-Depth
- ▶ Request Fulfillment
- ▶ Assessing the Maturity of Your Organization's Incident Management Process

### *Unit 3: Problem Management*

- ▶ How Problem Management Interfaces with Other Processes
- ▶ Problem Management Activities
- ▶ Benefits and Value to the Business
- ▶ Proactive Problem Management
- ▶ Problem Logging
- ▶ Categorization
- ▶ Getting to the Root Cause: Problem Analysis Techniques
- ▶ Workarounds and Known Errors
- ▶ Assessing the Maturity of Your Organization's Problem Management Process

### *Unit 4: Change Management*

- ▶ Why Bother with Change Management?
- ▶ Change Management In-Depth
- ▶ Assessing the Maturity of Your Organization's Change Management Process

### *Unit 5: Developing an Effective Service Management Program*

- ▶ Roles and Responsibilities
- ▶ Communication Plans
- ▶ Road Map for Success

This course is delivered in partnership with Propoint Solutions.



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