# ITC

International Training
Center Paris

# TRAINING SCHEDULE

# IT SERVICE MANAGEMENT (ITSM)

# Overview:

IT Service Management (ITSM) is a discipline that focuses on delivering value to customers by aligning IT services with business needs. This training will provide an understanding of ITSM best practices and frameworks, including ITIL (Information Technology Infrastructure Library), and equip participants with the knowledge and skills to improve IT service quality, efficiency, and effectiveness.

**Training Objectives:**

- Understand the importance and benefits of ITSM for organizations and customers
- Learn the key concepts, principles, and best practices of ITSM frameworks, including ITIL
- Gain knowledge and skills to manage and optimize IT services throughout their lifecycle
- Develop the ability to identify and analyze ITSM issues and opportunities for improvement
- Enhance communication and collaboration with stakeholders to achieve ITSM goals
- Prepare for ITSM certification exams (optional)

This 5-day ITSM training provides a comprehensive understanding of ITSM best practices and frameworks, including ITIL, and equips participants with the knowledge and skills to improve IT service quality, efficiency, and effectiveness. Through interactive sessions, case studies, and real-world examples, participants will learn how to align IT services with business needs, manage IT services throughout their lifecycle

# Targeted Groups:

- Service desk managers
- Incident managers
- Configuration managers

# Planning:

**Day 1: Introduction to ITSM**

- Introduction to ITSM and its benefits
- ITSM frameworks and standards, including ITIL
- ITSM processes, functions, and roles
- Service management principles

**Day 2: Service Strategy**

- Service strategy concepts and processes
- Business relationship management
- Financial management for IT services
- Service portfolio management

**Day 3: Service Design**

- Service design concepts and processes
- Service level management
- Capacity management
- Availability management
- IT service continuity management

**Day 4: Service Transition**

- Service transition concepts and processes
- Change management
- Service asset and configuration management
- Release and deployment management

**Day 5: Service Operation and Continual Service Improvement**

- Service operation concepts and processes
- Incident management
- Problem management
- Event management

- Request fulfillment
- Continual service improvement concepts and processes
- CSI approach and metrics