

## ITSM/ITIL Service Manager

### Course Summary

#### Description

IT Service Manager is the highest level of professional IT Service Management certification available. The candidate who achieves certification has demonstrated not only an in-depth knowledge of IT Service Management, but also the practical application of that knowledge.

#### Objectives

By the end of this course, students will be able to:

- Process Fundamentals Review
- Enable an ITSM Strategy
- Understand Business & IT Alignment
- Continue Process Improvement
- Improve Quality of Service
- Control and Reduce Cost
- Improve Effectiveness and Efficiency

#### Topics

- Introduction to ITIL
- Introduction to Services Support
- Service Desk/Incident Management
- Working in Teams
- Reflection & Review
- Problem Management
- Configuration Management
- Release Management
- Communication Planning
- Introduction to IT Service Delivery
- Service Level Management
- Availability Management
- Capacity Management
- IT Service Continuity Management
- Finance Management
- CSIP-Business & IT Alignment

#### Audience

This course is designed for IT senior managers, process owners, project managers, process staff and managers and consultants responsible for the successful implementation of ITSM processes.

#### Prerequisites

Students must hold an ITIL Foundation Certificate and have a minimum of two years of relevant experience in Information Technology.

#### Duration

Twelve Days

