Course Outline

Define & Implement Service Desk and Incident Management

Course Summary

Description

This workshop course provides comprehensive coverage of Service Desk function and Incident Management process as discussed within ITIL®. Through lectures and practice exam questions participants explore the concepts of good practice in IT Service Management based on the ITIL® Framework.

Objectives

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

- Apply ITIL best practices in Incident Management/Service Desk.
- Explain the value of Service Desk and Incident Management to the service quality.
- Organize an effective Service Desk aimed at managing customer relations and communication.
- Organize an efficient and effective Incident Management to resolve incidents and get business back to function as quickly as possible.
- Define the key quality ingredients of a successful Service Desk and Incident Management.
- Describe the relationship of Service Desk and Incident Management as well as with other ITSM processes.
- Define, implement, and support the tools and procedures necessary for measuring and reporting basic Service Desk and Incident management information.
- Understand the relationship and dependencies between Service Desk and Incident Management with other functional groups and processes at the Service Operational level.

Topics

- Introduction to ITSM and ITIL
- Relationship with ITSM Processes
- Organizing Service Operation
- Implementation Considerations
- Challenges, Critical Success Factors, and Risks

Audience

This course is designed for IT professionals interested in understanding the content and concepts of the Problem Management process. This includes:

- Anyone responsible or involved in an ITIL Problem Management implementation.
- Problem managers or anyone managing or supervising groups responsible for root cause analysis.
- IT managers.
- ITIL practitioners.

Prerequisites

We strongly recommend that candidates wishing to attend this workshop already hold the ITIL 2011 Foundation Certificate in IT Service Management.

Duration

Three days

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I. Introduction to ITSM and ITIL

II. Relationship with ITSM Processes

The course participants will have the ability to capture, understand and describe, or analyze the relationship of Service Desk and Incident Management with the following processes:

A. Event Management
B. Request fulfillment
C. Problem Management
D. Access Management

Also, high level discussion about the relationships with:

E. Service Level Management
F. Service Catalogue Management
G. Capacity Management
H. Availability Management
I. Configuration Management

III. Organizing Service Operation

This module covers the Service Operation functions and maps them to roles and responsibilities and activities. It also covers Service Operation organizational structures; where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply, distinguish, produce, decide, or analyze:

A. Functions
B. Service Desk
C. Technical Management
D. IT Operations Management
E. Application Management
F. Roles and Responsibilities
G. Service Operation Organizational Structures

IV. Technology Considerations

This module covers technology as part of implementing Service Management process capabilities. It also covers the special technology functions and features that are related to Service Operation practices.

V. Implementation Considerations

This module covers how implementation considerations contribute to Service Operation; where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply, distinguish, produce, decide, or analyze:

A. Managing Change in Service Operations
B. Service Operation and Project Management
C. Assessing and Managing Risk in Service Operations
D. Operational Staff in Design and Transition
E. Planning and Implementing Service Management Technologies

VI. Challenges, Critical Success Factors, and Risks

This module covers the challenges and risks facing Service Operation and how Critical Success Factors contribute to Service Operation; where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply, distinguish, produce, decide, or analyze Challenges, Critical Success Factors, and Risks.

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