



**IT, Telecommunication &
Networking**



SCANDINAVIAN ACADEMY
Training and Development



Course: IT Service Management

Code	City	hotel	Start	End	price	Hours
670	Zurich (Switzerland)	Hotel Meeting Room	2024-07-08	2024-07-12	5450 €	25

INTRODUCTION

Organisations the world over are facing an increasing dependence on their IT services in order to survive. There is an expectation that the IT Services not only support the current business activities effectively and efficiently, but also provide new, innovative and dynamic responses to their ever changing business requirements. As a consequence, Service providers can no longer just focus their attention on technology they need to consider the quality and consistency of the services they provide and develop a true partnership with their customers.

One of the responses to this challenge is to consider using ITIL® (IT Infrastructure Library) Service Management best practice which has now become a world de facto standard and is widely adopted across all business sectors. Service Management is about understanding business priorities, identifying how/where IT investment should be made and assessing the correct approach to establishing appropriate control over the IT infrastructure and the services that underpin its success.

WHO SHOULD ATTEND?

The IT Service Management programme is aimed at all levels of staff. There are no prerequisites for this event, although an awareness of IT issues and technologies will help with the understanding. Delegates will receive a broad introduction to the topics covered within ITIL V3 which can also be used as preparation for undertaking the official ITIL V3 Foundation Certificate examination if required

PROGRAMME OBJECTIVES

- To introduce delegates to IT Service Management (ITIL)
- To gain an understanding of the ITIL processes and activities covered in the ITIL core guide
- To understand the terminology and characteristics of good practice in ITIL
- To prepare delegates to apply the knowledge in the workplace
- To provide the foundation for further study

PROGRAMME OUTLINE

DAY 1

- Introductions
- Introduction to IT Service Management as a Practice



- The Service Lifecycle and Basic Concepts
- Service Strategy
- Financial Management
- Demand Management
- Service Portfolio Management

DAY 2

- Service Design
- Service Level Management
- Service Catalogue Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management
- Supplier Management

DAY 3

- Service Transition
- Change Management
- Service Asset & Configuration Management
- Release & Deployment Management
- Knowledge Management
- Service Operation
- Operational Functions:
- The Service Desk
- Technical Management
- Applications Management
- Operations Management
- Operations Control
- Facilities Management

DAY 4

- Service Operations continued
- Operational Processes
- Incident Management
- Problem Management
- Event Management
- Access Management
- Request Fulfilment Management



DAY 5

- Continual Service Improvement
- Technology, Tools and Architecture
- Course administration
- Course Closure



The Scandinavian Academy employs modern methods in training and skills development, enhancing the efficiency of human resource development. We follow these practices:

- **Theoretical Lectures:**
 - We deliver knowledge through advanced presentations such as PowerPoint and visual materials, including videos and short films.
- **Scientific Assessment:**
 - We evaluate trainees skills before and after the course to ensure their progress.
- **Brainstorming and Interaction:**
 - We encourage active participation through brainstorming sessions and applying concepts through role play.
- **Practical Cases:**
 - We provide practical cases that align with the scientific content and the participants specific needs.
- **Examinations:**
 - Tests are conducted at the end of the program to assess knowledge retention.
- **Educational Materials:**
 - We provide both printed and digital scientific and practical materials to participants.
- **Attendance and Final Result Reports:**
 - We prepare detailed attendance reports for participants and offer a comprehensive program evaluation.
- **Professionals and Experts:**
 - The programs scientific content is prepared by the best professors and trainers in various fields.
- **Professional Completion Certificate:**
 - Participants receive a professional completion certificate issued by the Scandinavian Academy for Training and Development in the Kingdom of Sweden, with the option for international authentication.
- **Program Timings:**
 - Training programs are held from 10:00 AM to 2:00 PM and include buffet sessions for light meals during lectures.