ITSM Essentials
Certification Training Course

COURSE INFORMATION

Certification: ITSM Essentials
Duration: 3 Days
Domain: IT Service Management
Delivery Method: On-site Classroom / Virtual Classroom
Accreditor: Professional Designations
Available Languages: English

COURSE DESCRIPTION

Combined with meaningful and experiential assignments, ITSM Essentials offers attendees a solid foundation of ITSM principles, best practice, and practical guidance successfully adopted for over 30 years, representing the common truths from over 20 different frameworks, standards, and publications from around the world.

Covering the most widely used components of IT Service Management, the product-agnostic content of this 18-hour course aims to provide a practical view of the important activities the organization, stakeholders, and teams need to consider to effectively manage core ITSM processes.

COURSE OBJECTIVES

By the end of the course, students will have a comprehensive understanding of current and needed IT services as well as how to align them with the organization's goals and objectives to drive success.

- Learn and understand key service management terms and concepts
- Learn the essential and most widely used ITSM processes
- Understand how to apply these concepts and processes to real-life scenarios
- Create a personal action plan that learners can implement

The curriculum's core IT service management processes include:

- Service Desk Mgmt.
- Incident Mgmt.
- Problem Mgmt.
- Request Mgmt.
- Change Mgmt.
- Release & Deployment Mgmt.
- IT Asset Mgmt.
- Configuration Mgmt.
- Service Level Mgmt.
- Service Catalog Mgmt.
- Business Relationship Mgmt.

This course provides a streamlined introduction to each of these processes and describes the integration of these processes from a practitioner's point of view. Each process is covered in-depth, including:

- Purpose and objectives
- Policies
- Key terms and concepts
- Inputs / activities / outputs
- Roles and responsibilities
- Key process integrations
- Critical success factors (CSFs) and key performance indicators (KPIs)

AUDIENCE

ITSM Essentials is for anyone involved in the internal or external delivery of IT services:

- Individuals at the start of their journey in service management
- ITSM managers and aspiring ITSM managers
- Organizations interested in adopting internationally recognized and standardized best practices for ITSM - regardless of the operating model/framework being used

COURSE AGENDA

Day 1
Module 1: Introduction to IT Service Management
Module 2: Service Desk, Incident Management, Request Management

Day 2
Module 2 (cont): Problem Management, Change Management, Release & Deployment
Module 3: Integrated ITSM Processes
Module 4: IT Asset Management, Configuration Management

Day 3
Module 4 (cont): Service Catalog Management, Service Level Management, Business Relationship Management
Module 5: Results and Measurements

COURSE MATERIALS

- Course Manual
- Study Guides
- Practice Exams
- Voucher for Proctored Exam

EXAM INFORMATION

Exam Prerequisites: No formal prerequisites
Delivery: Web-based
Format: Closed book
Proctoring: Web-proctored
Pass Grade: 65%
Number of Questions: 40 simple multiple choice
Duration: 60 minutes (candidates taking exam in non-native language may be awarded 25% extra time)
Exam Location: Conducted online with a virtual proctor using an exam voucher which is included with the purchase of the course