Information Technology

IT Service Management

Course Introduction

In an era of rapid digital transformation, organizations aiming for operational excellence must ensure their IT services are aligned with strategic goals. This essential training offers participants the tools and techniques to refine service delivery, optimize performance, and integrate proven frameworks such as ITIL. Through interactive discussions and real-life applications, this course enables IT professionals to enhance value creation, manage costs, and improve customer satisfaction across the enterprise.

By combining industry standards with practical execution, this program empowers participants to embed a culture of continuous improvement and successfully implement service management strategies.

Target Audience

- IT Managers & Team Leaders
- Service Desk Professionals
- Operations & Support Teams
- Project & Program Coordinators
- Business Analysts
- Quality & Compliance Officers

Learning Objectives

- Grasp the foundational principles of ITIL and its role in IT service management
- Evaluate how IT services align with business needs and contribute to organizational goals

- Create and implement strategies that improve service performance and responsiveness
- Apply structured methods for streamlining operations and reducing inefficiencies
- Design scalable processes for ongoing performance enhancement

Course Outline

- **DAY 01**

  Foundations of ITSM

    ◦ Principles and Scope of IT Service Management
    ◦ Understanding the ITIL Framework
    ◦ Service Lifecycle and Organizational Roles
    ◦ Business-IT Alignment Fundamentals
- **Day 02**

  Strategic Service Design

    ◦ Service Strategy Development
    ◦ Core Principles of Designing Services
    ◦ Portfolio and Demand Management
    ◦ Financial Controls in IT Service Planning
- **Day 03**

  Transition & Operations

    ◦ Planning for Service Changes
    ◦ Managing Incidents, Problems, and Assets
    ◦ Configuration and Knowledge Management
    ◦ SLA Management Techniques
- **Day 04**

Continual Improvement

- ◦   Introduction to CSI (Continual Service Improvement)
- ◦   Metrics, Reviews, and Performance Measurement
- ◦   Feedback Loops and Reporting Models

• **Day 05**

Application & Simulation

- ◦   Real-Life Scenarios and Group Practice
- ◦   Best Practices for Implementation
- ◦   Fostering a Service-Centric Culture
- ◦   Creating a Personalized Action Plan

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Aug. 25, 2025	Aug. 29, 2025	5 days	4950.00 $	Netherlands - Amsterdam
Dec. 22, 2025	Dec. 26, 2025	5 days	4250.00 $	UAE - Abu Dhabi
May 19, 2025	May 23, 2025	5 days	4250.00 $	UAE - Dubai