Service Management Overview

Varighed: 1 Day   Kursus Kode: SMA

Beskrivelse:

This 1 day course provides a general introduction to IT Service Management and how it can contribute to Business/IT alignment.

Målgruppe:

This course is aimed at IT and business staff and could be used as part of a formal awareness campaign or as an early introduction before a formal training programme of IT Service Management commences

Agenda:

- At the end of the session, you will gain an awareness of:
- Why service and service management are import in creating value.
- ITIL4 as a way of managing products and services.

Forudsætninger:

There are no pre-requisites for this course.

Test og certificering

Recommended as preparation for exam(s):

- None

Yderligere Kurser:

The following courses are recommended for further study:

- Service Management in Action (SMIA) – Business Simulation course
- Other ITIL 4 Courses: Foundation (ILFN4, ILFN4B), and more.

Indhold:

- Key concepts of the ITIL4 framework
- Four Dimensions
- Service Value System
- Guiding principles
- Continual Improvement model
- Service Value Chain
- Practices.

Flere Informationer:

For yderligere informationer eller booking af kursus, kontakt os på tlf.nr.: 44 88 18 00

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