Integrated Service Management for the Modern Workforce

Length: 1 Day

Summary: This 1-day class introduces participants to the best practices of IT Service Management. The class provides a high-level orientation to the core disciplines of the NEW ITIL® 4 framework and approach.

ITIL 4 provides a practical and flexible approach to move to the new world of digital transformation and embrace an end-to-end operating model for the delivery and operation of products and services.

These disciplines represent a service value system that further enhances alignment to business operations while demonstrating organizational value, Return on Investment and enabling IT to address operational needs and requirements.

Audience: IT Management, Business Managers, Business Process Owners, IT Support Staff, IT Consultants, Service Providers, Developers, and System Integrators.

Learning Objectives: At the end of this class, attendees will be able to:

- Understand the key principles and concepts of IT Service Management.
- Understand the purpose and components of the ITIL service value system.
- Understand the four dimensions of ITIL service management.
- Understand how guiding principles can help an organization to adopt and adapt ITIL.

- Understand the key concepts of continual improvement.
- Understand the benefits and value creation of implementing ITIL 4 in an organization.
- Understand the basic concepts and definitions related to DevOps, Lean IT, Agile Development, Organizational Change Management, CMMI-Services, and the Baldrige framework.

COURSE CONTENT

- ▪ Topic 1: ITIL 4 Overview
  - ✓ Service Management
  - ✓ Guiding Principles
  - ✓ Four Dimensions
  - ✓ Service Value System
  - ✓ ITIL Practices
  - ✓ Continual Improvement
- ▪ Topic 2: DevOps
- ▪ Topic 3: Lean IT
- ▪ Topic 4: Agile Development
- ▪ Topic 5: Org. Change Mgmt.
- ▪ Topic 6: CMMI-Services
- ▪ Topic 7: Baldrige Framework

Learnsoft Enterprise Training
4350 Executive Drive Ste. 100 I San Diego, CA 92121 | Office: 858.546.1400 I Fax: 858.546.1791