

Course Introduction

In the competitive world, service providers need to make their customer happy. Remember that the customer always has alternative choices. Organization must be prepared to respond in a proactive fashion to these ever-increasing challenges to service management issue. In this 3-days course, attendee will gain essential knowledge and practical approach to satisfy or even delight their customer. Both those in need and do not need an ISO certification can attend this course.

Course Objectives

- To understand principle in service management
- To understand ISO/IEC 20000-1:2018 requirements
- To understand practical approach for implementation
- To understand guidelines based on ISO/IEC 20000-2 and ITIL

Learning Level

- Intermediate

Course Duration

- 3 Days

Target Group

- Service Manager
- IT Manager
- Business Analyst

Course Outline

Day 1

- Fundamental Principle in Service Management
- International Standards and Leading Practices
- Context of the Organization
- Leadership
- Planning
- Support

For More Information & Registration, Please Contact Training Division

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Operation
Performance Evaluation
Improvement

Day 2

- Control of Parties Involved in the Service Lifecycle
- Service Catalogue Management
- Asset Management
- Configuration Management
- Business Relationship Management
- Service Level Management
- Supplier Management
- Budgeting and Accounting for Services
- Demand Management
- Capacity Management

Day 3

- Change Management
- Service Design and Transition
- Release and Deployment Management
- Incident Management
- Service Request Management
- Problem Management
- Service Availability Management
- Service Continuity Management
- Information Security Management

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Official Training Partner



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