TriveraTech
TECHNOLOGY TRAINING

ITSM Essentials - TTITSM3

Get Certified in practical ITSM skills, enabling you to confidently manage essential IT processes, troubleshoot issues, and improve service quality.

Duration: 3 Days
Skill Level: Introductory
Available Format: Instructor-Led Online

ITSM Essentials is a 3 day, 18-hour course that provides IT practitioners the knowledge required to understand the core and most widely used IT service management components of IT management as a practice in the organization.

What You'll Learn

Overview

ITSM Essentials is a 3 day, 18-hour course that provides IT practitioners the knowledge required to understand the core and most widely used IT service management components of IT management as a practice in the organization. This course will provide the awareness needed for the students to understand the IT services that are and need to be provisioned and supported in a way that enables a positive experience for both an organization's customers and its employees.

The best practices laid out in this course represent the common truths from over 20 different frameworks, standards and publications from around the world that have been successfully adopted for over 30 years. This framework-agnostic content provides a practical view of the important activities your organization needs to consider to effectively manage its core ITSM processes.

Objectives

This course combines engaging instructor-led presentations and useful demonstrations with valuable labs and engaging group activities. Throughout the course you will:

- Learn and understand key service management terms and concepts
- Learn about essential and most widely used ITSM processes
- Hear and share real life scenarios
- Create a personal action plan, which can be started as soon as learners return to work

The core IT service management processes included in the curriculum are:
- Service Desk
- Incident Management
- Problem Management
- Request Management
- Change Management
- Release and Deployment Management
- IT Asset Management
- Configuration Management
- Service Level Management
- Service Catalog Management
- Business Relationship Management

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 to a consistent level of depth that includes:
- 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)

This consistency, when combined with meaningful, experiential assignments, reinforces learning and engagement, resulting in a positive learning experience. Also included are reference guides and study aids, designed to reinforce key vocabulary and concepts and familiarize learners with what they need to know for the exam. The study aids include fill in the blank, matching, and exam prep questions, and may be completed as interactive in-class exercises or utilized as homework.

If your team requires different topics, additional skills or a custom approach, our team will collaborate with you to adjust the course to focus on your specific learning objectives and goals.

Audience

Pre-Requisites

There are no formal prerequisites. It is recommended that the participant obtains training through an accredited 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 3:** Integrated ITSM Processes
- **Module 4:** IT Asset Management, Configuration Management Module 5: Results and Measurements

For More Information

Please contact us or call 844-475-4559 toll free for more information about our training services (instructor-led, self-paced or blended), coaching and mentoring services, public

course enrollment or questions, partner programs, courseware licensing options and more.