

Overview

IT Service Departments need to establish a professional "best practice" culture. The education process for this started at the top of the organisation as is quite normal. It is necessary to establish the framework with senior management to gain their commitment to the process.

Objectives

This course is designed to present the concepts to management so that they may best assess how these disciplines can benefit their organisations.

Skills Gained

This course introduces the principles for the effective delivery of IT services by addressing the following key areas from the operational standpoint.

Pre-requisites

There are no formal pre-requisites for this course other than a general level of IT literacy. A background in IT or experience gained in the liaison between IT and the business itself would be useful.

Who Should Attend

The course is appropriate for both end user staff and IT staff who wish to improve, or need to formalise, their understanding of the principles of best practice.

Content

Service Management Principles

Overview of the role of Service Management. Supporting disciplines discussed. A review of the Service Improvement Programme (SIP) culture.

The Service Desk

Purpose and role of the Help Desk - options and procedures.

Problem Management

Elements of Problem and Change Management. Roles and responsibilities. Formal procedures.

Change Management

Elements. Roles and responsibilities. Formal procedures.

Configuration Management

Terminology. Use of the Configuration Management Database.

Service Level Management

The need for SLAs - benefits and difficulties, structure and objectives.

IT Service Continuity Management

The need for and options of Continuity Planning. Risk Analysis and Management. Continuity Plan.

Availability Management

Availability Management principles. Terminology - defined and discussed.

Capacity Planning

Elements of Capacity Planning. Performance management overview. Role of the Capacity Database (CDB). Benefits and problems of Capacity Planning.

Financial Management

Objectives of costing and charging. Methods and mechanisms. Costing and charging activities. Negotiation of charging policies.

Release Management

Purpose. Use of the Definitive Software Library. Release strategies defined.

Course Duration: 1 Day