

Key Learning Points:

Key concepts of service management

ITIL guiding principles

Service management and value including the Service Value System (SVS)

ITIL practices, including in-depth study of:

- Continual improvement
- Change control
- Incident management
- Problem management
- Service request management
- Service desk
- Service level management

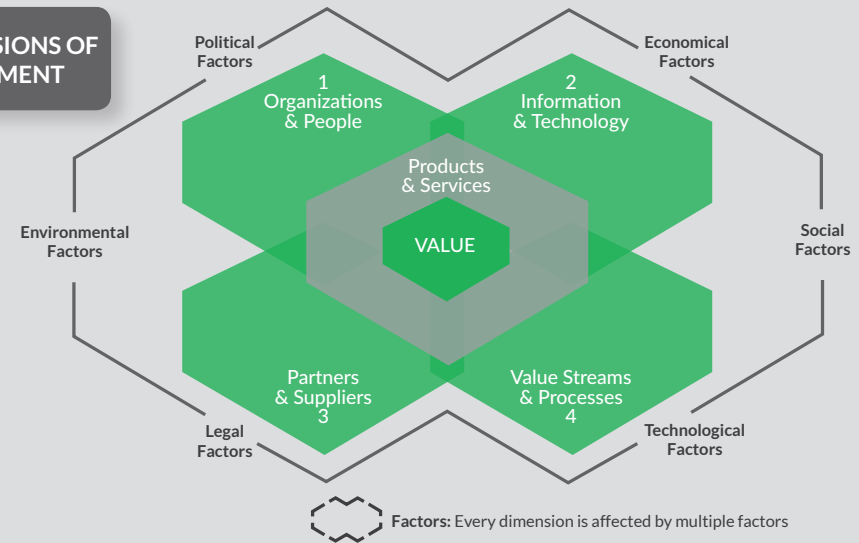
Course Aim

To introduce you to service management key concepts, ITIL principles, the ITIL service value system (SVS), ITIL practices and their role in a service provider organization.

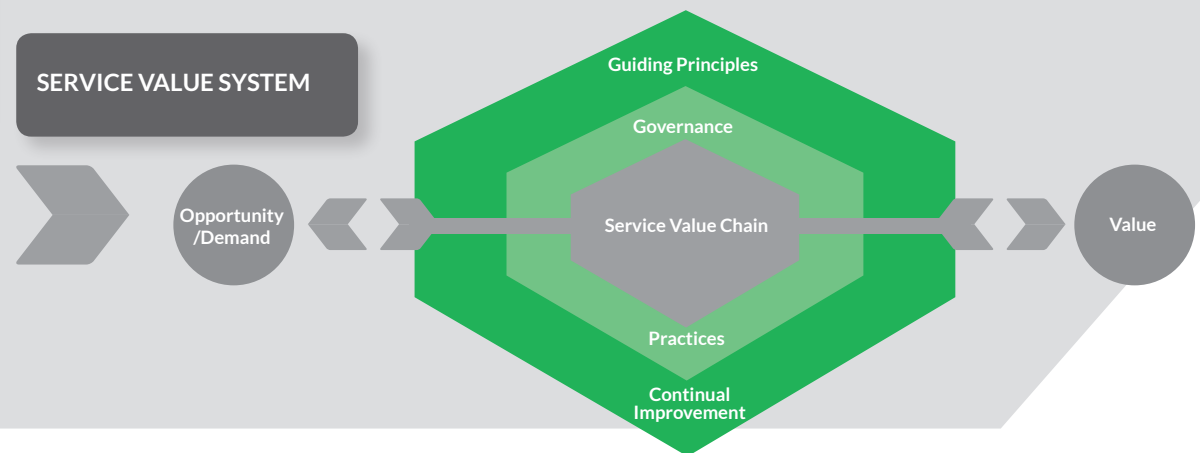
Ideal For

Delegates who are either new to ITIL or who have some ITIL experience and are looking to get certified and demonstrate this.

THE FOUR DIMENSIONS OF SERVICE MANAGEMENT



SERVICE VALUE SYSTEM



AWARDING BODY



LEARN MORE

<https://itsm.zone> <https://www.axelos.com/>

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