FUNDAMENTALS OF IT SERVICE MANAGEMENT

Agile

Cognizant

Introduction

ITIL is known as Information Technology Infrastructure Library. It is a set of industry leading practices for IT Service Management (ITSM) that focuses on:
• Aligning IT services with the needs of business
• Ensuring IT Service Operations is restored in a timely manner
• Minimising the adverse impact on business operations
• Ensuring that agreed levels of service quality are maintained

IT Service Management describes processes, procedures, tasks, and checklists which are not organisation-specific nor technology-specific, but can be applied by an organisation toward strategy, delivering value, and maintaining a minimum level of competency. It allows the organisation to establish a baseline from which it can plan, implement, and measure. It is used to demonstrate compliance and to measure improvement.

This programme is aimed at enabling organisations / participants in achieving the business outcomes by implementing best practices of IT Service Management. This course is aligned with the latest version of ITIL® 4 foundation.

Objectives

The course will provide participants with the necessary skills and knowledge to define, establish, implement and govern IT Service Management processes in the organisation.

Duration

2 days | 9am – 5pm | 14 hours

Who should attend

This programme is well suited for:
• IT Service Desk leads/Analyst
• IT Operations team / Supervisors
• Service Delivery Managers
• IT Support Managers/ Teams
• Business owners of IT Assets
• Infrastructure Leads/Teams

SQI INTERNATIONAL

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Day 1:

The Service Value System (SVS)
• Describes how components and activities work together to facilitate value creation

Key Concepts of Service Management

Four Dimensions of Service Management
• Organisations & People
• Information & Technology
• Partners & Suppliers
• Value streams & Processes

The Service Value Chain
• Plan
• Engage
• Improve
• Design and transition
• Obtain/build
• Deliver and support

ITIL Guiding Principles
• Focus on Value
• Start where you are
• Progress Iteratively
• Collaborate, Be Transparent
• Work Holistically
• Keep it Simple
• Optimise & Automate

Q & A

Day 2:

ITIL Practices
• General Management Practices
• Service Management Practices
• Technical Management Practices

Q & A

Test – Post Course Evaluation

Course Fees

Member: S$1,016.50
Non-Member: S$1,123.50
Registration Fee of S$17.12 apply
All fees stated are inclusive of 7% GST

Award of Certificate

This is a course jointly organised by **SQI International** and **Cognizant**. Certificate of Completion will be issued to participants who have attended 80% of the course and scored above 80% in the test as part of post course evaluation.

Please refer to this URL
https://www.sqi.org.sg/courses/
or QR Code for soft copy
and updated training schedule

Membership Application

Register membership online at **www.sqi.org.sg/membership-join/** or contact us to get the membership application form.

Membership Categories:
~ Organisation membership
~ Individual membership

SQI International is a subsidiary of Singapore Quality Institute (SQI). SQI operates as a non-profit professional institute that promotes and advances excellence in the field of quality in Singapore; and actively champions quality initiatives in the region and around the world through networking and collaborating with other international quality organisations.

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