

## SERVICE OPERATIONS - APPLICATION MANAGEMENT (FUNCTION)

“Ensure the stability, performance, and lifecycle of business-critical applications.”

### Schedule

| Venue    | Fees                  |
|----------|-----------------------|
| In-House | ASK FOR THE QUOTATION |

► Available delivery methods: In-House Training

### Introduction

Application Management is a key ITIL® function within the Service Operation stage that focuses on managing applications throughout their lifecycle, ensuring they perform effectively and meet business needs. This course provides professionals with the knowledge and strategies to manage applications from development to retirement, while supporting business continuity and service improvement.

### Objectives

- By the end of this course, participants will be able to:
- Understand the role and structure of the Application Management function
  - Manage applications through design, deployment, support, and improvement
  - Support application stability, performance, and user satisfaction
  - Align application management with ITIL® practices and business goals
  - Collaborate with other IT functions including Technical Management and Service Desk

## Why Attend

Modern businesses rely on software applications to operate efficiently. This course empowers professionals to ensure those applications are reliable, secure, and optimized—helping reduce downtime, improve service levels, and enhance business productivity.

## Target Audience

- Application Support Engineers
- IT Service Managers
- Software Developers
- ITIL® Practitioners
- DevOps Professionals
- Technical Leads and Architects

## Individual Benefits

- Gain a strong understanding of application lifecycle management
- Learn to apply ITIL® principles to daily application support and operations
- Improve your ability to manage application performance and availability
- Position yourself for roles in IT operations, DevOps, and service delivery

## Organizational Benefits

- Improved application performance and availability
- Better alignment of IT services with business objectives
- Enhanced collaboration across development, operations, and support
- Reduced service disruptions and incident volumes

## Instructional Methodology

- Expert instructor-led sessions
- Interactive group exercises and simulations
- Real-world case studies and role-plays
- Application monitoring and support tool demonstrations
- Lifecycle mapping and stakeholder analysis

Course Outline

DETAILED 5-DAY COURSE OUTLINE (CUSTOMIZABLE)

**Training Hours:** 7:30 AM – 3:30 PM **Daily Format:** 3–4 Learning Modules **Coffee Breaks:** 09:30 & 11:15 **Lunch Buffet:** 01:00 – 02:00

Day 1: Introduction to Application Management

- **Module 1:** Overview of ITIL® Service Operations & Functions (07:30 – 09:30)
- **Module 2:** Role of Application Management in IT Service Lifecycle (09:45 – 11:15)
- **Module 3:** Differentiating Application Management from Application Development (11:30 – 01:00)
- **Module 4:** Organizational Structures: Centralized, Decentralized, and Virtual Teams (02:00 – 03:30)

Day 2: Application Lifecycle Management

- **Module 1:** Managing the Application Lifecycle – From Idea to Retirement (07:30 – 09:30)
- **Module 2:** Requirements Gathering and Business Alignment (09:45 – 11:15)
- **Module 3:** Version Control, Patch Management, and Change Handling (11:30 – 01:00)
- **Module 4:** Role of Application Management in Service Design & Transition (02:00 – 03:30)

Day 3: Application Operations & Support

- **Module 1:** Daily Operations: Monitoring, Event Management, and Logging (07:30 – 09:30)
- **Module 2:** Incident and Problem Management Integration (09:45 – 11:15)
- **Module 3:** Application Availability & Performance Monitoring Tools (11:30 – 01:00)
- **Module 4:** Hands-On Exercise: Root Cause Analysis in Application Failures (02:00 – 03:30)

Day 4: Optimization & Continuous Improvement

- **Module 1:** Application Capacity, Scalability & Performance Tuning (07:30 – 09:30)
- **Module 2:** Continuous Improvement using CSI Register & Metrics (09:45 – 11:15)
- **Module 3:** Feedback Loops: User Experience, SLAs & Monitoring Data (11:30 – 01:00)
- **Module 4:** Application Retirement Planning & Decommissioning Best Practices (02:00 – 03:30)

Day 5: Governance, Assessment & Strategic Planning

- **Module 1:** Defining KPIs & CSFs for Application Management (07:30 – 09:30)
- **Module 2:** Application Portfolio Management & Strategic Roadmaps (09:45 – 11:15)
- **Module 3:** Scenario Workshop: Designing a Functional Application Management Strategy (11:30 – 01:00)
- **Module 4:** Final Assessment and Feedback Session (02:00 – 03:30)

Certification

Participants who complete the course and pass the assessment will be awarded a **Certificate of Competency in Application Management (Service Operations Function)**. This credential supports career advancement in service management, DevOps, and IT operations.

Why Choose MAWA Events

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| <p><b>In-House / Customized Training</b></p> <p>Interested in running this course for your team?</p> <p>Please contact us:</p> | <p>TEL:</p> <p><b>+601116373203</b></p> | <p>EMAIL:</p> <p><b>info@mawaevents.net</b></p> |
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