

SERVICE OPERATIONS - TECHNICAL MANAGEMENT (FUNCTION)

“Empowering Technical Excellence in IT Service Operations”

Schedule

Venue	Fees
In-House	ASK FOR THE QUOTATION

► Available delivery methods: In-House Training

Introduction

Technical Management is a key ITIL function responsible for providing technical expertise, support, and maintenance across the IT infrastructure. This intensive 5-day training equips participants with the knowledge and tools to deliver high-performance technical support, sustain operational stability, and drive innovation within service operations. It covers the structure of technical teams, lifecycle involvement, automation practices, and continuous improvement aligned with ITIL best practices.

Objectives

- By the end of this course, participants will be able to:
- Understand the role, scope, and function of Technical Management in ITIL Service Operations.
 - Align technical operations with strategic business and service objectives.
 - Deliver effective support for Incident, Problem, Change, and Configuration Management processes.
 - Establish and manage technical documentation and knowledge bases.
 - Promote continual service improvement (CSI) in technical environments.
 - Manage technical teams and maintain required skillsets and performance standards.

Why Attend

This course is essential for IT professionals seeking to:

- Advance their understanding of ITIL Service Operations.
- Lead and manage technical teams efficiently.
- Bridge the gap between operational needs and technical expertise.
- Drive efficiency, reliability, and innovation in service delivery.

Target Audience

- Technical Managers and Team Leaders
- IT Operations and Support Professionals
- Service Delivery Managers
- Infrastructure Engineers
- ITIL Practitioners aiming to specialize in Service Operations

Individual Benefits

- Enhanced leadership and technical management skills
- Ability to contribute to operational efficiency and strategic outcomes
- Improved readiness for ITIL and service management certifications
- Greater career mobility in infrastructure and support management

Organizational Benefits

- Streamlined technical service operations
- Enhanced coordination between service functions and technical teams
- Reduced downtime and improved service availability
- Stronger alignment between IT capabilities and business objectives

Instructional Methodology

- Interactive lectures with real-world case studies
- Group workshops and scenario-based learning
- Role-play and simulation exercises
- Quizzes, assessments, and knowledge checks
- Daily feedback and Q&A sessions

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: Foundations of Technical Management

Module 1: Introduction to ITIL and Technical Management Function (07:30 – 09:30)

Module 2: Scope and Responsibilities of Technical Management (09:45 – 11:15)

Module 3: Managing IT Infrastructure in Service Operations (11:30 – 01:00)

Module 4: Defining Technical Roles, Tools, and Interfaces (02:00 – 03:30)

Day 2: Strategic Integration & Resource Planning

Module 1: Aligning Technical Management with Business Strategy (07:30 – 09:30)

Module 2: Resource Planning and Skill Management (09:45 – 11:15)

Module 3: Infrastructure Lifecycle and Capacity Planning (11:30 – 01:00)

Module 4: Workshop: Technical Team Structure and Support Models (02:00 – 03:30)

Day 3: Supporting Service Operations Processes

Module 1: Supporting Incident & Problem Management (07:30 – 09:30)

Module 2: Technical Management in Change & Configuration Management (09:45 – 11:15)

Module 3: Monitoring, Event Management, and Escalation Procedures (11:30 – 01:00)

Module 4: Case Study: Building Support for End-to-End Service Delivery (02:00 – 03:30)

Day 4: Knowledge & Documentation Management

Module 1: Developing and Maintaining Technical Documentation (07:30 – 09:30)

Module 2: Implementing Knowledge Management Systems (09:45 – 11:15)

Module 3: Integrating Tools and Automation in Operations (11:30 – 01:00)

Module 4: Simulation: Handling Technical Escalations and Root Cause Analysis (02:00 – 03:30)

Day 5: Continual Improvement & Performance Management

Module 1: Driving Technical Innovation and CSI (07:30 – 09:30)

Module 2: Measuring Technical Team Performance and KPIs (09:45 – 11:15)

Module 3: Assessment and Case-Based Review (11:30 – 01:00)

Module 4: Action Planning, Wrap-up & Feedback (02:00 – 03:30)

Certification

Participants will receive a **Certificate of Completion** upon full participation and passing the final assessment. This training aligns with ITIL® best practices and is a strong foundation for ITIL® certification pathways.

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