MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

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IT SERVICE MANAGEMENT

"Optimize IT Services to Deliver Maximum Value and Support Business Objectives."

Schedule

Venue (InHouse)	Fees
At Your Organization Premises	Ask For The Quotation

Introduction

In today's digital world, effective IT service management (ITSM) is essential for organizations to deliver high-quality IT services that align with business needs. This course introduces participants to ITSM principles, processes, and best practices, enabling them to manage IT services efficiently and support organizational objectives.

Participants will learn the key components of IT service lifecycle, incident and problem management, service level agreements (SLAs), and continual improvement practices. Through practical exercises and case studies, attendees will gain hands-on experience in implementing ITSM practices that improve service delivery, reduce downtime, and enhance user satisfaction.

Objectives

By the end of this course, participants will be able to:

- Understand the fundamentals and importance of IT Service Management.
- Explore IT service lifecycle stages and their impact on business performance.
- Implement ITSM best practices, including ITIL principles.
- Manage incidents, problems, and service requests effectively.
- Develop and monitor Service Level Agreements (SLAs) and Key Performance Indicators (KPIs).
- Apply continual service improvement techniques to enhance IT service delivery.
- Align IT services with organizational goals and business strategies.
- Foster a culture of proactive IT service management and customer satisfaction.

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Why Attend

Effective IT service management ensures reliable, efficient, and value-driven IT operations. This course equips IT professionals and managers with practical skills to streamline service delivery, minimize disruptions, and improve user experience, enhancing organizational performance and competitiveness.

Target Audience

This course is suitable for:

- IT Managers, Team Leaders, and Supervisors
- Service Desk and Support Staff
- System Administrators and IT Engineers
- Project Managers managing IT projects
- Business Analysts and IT Consultants
- Professionals seeking to improve IT service delivery and management

Individual Benefits

- Gain a clear understanding of ITSM concepts and best practices.
- Enhance skills in incident, problem, and service request management.
- Improve ability to align IT services with business objectives.
- Learn to develop, monitor, and manage SLAs and KPIs effectively.
- Build confidence in applying ITSM processes for operational excellence.
- Enhance problem-solving and decision-making in IT service delivery.
- Prepare for advanced ITSM roles and professional growth.

Organizational Benefits

- Improve IT service quality and reliability.
- Reduce downtime and operational disruptions.
- Enhance customer satisfaction and user experience.
- Increase efficiency of IT operations and resource utilization.
- Strengthen alignment of IT with business strategies and objectives.
- Foster a culture of continuous improvement in IT service management.
- Support compliance with industry standards and best practices.

Instructional Methodology

The training uses an interactive and practical approach through:

- Case studies of IT service management challenges
- Hands-on exercises in incident, problem, and service request management
- Workshops on SLA and KPI development and monitoring
- Group discussions and scenario-based problem-solving activities
- Facilitator-led guidance with continuous feedback and Q&A sessions
- Self-assessment and reflective exercises

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Course Outline

Module 1: Introduction to IT Service Management and ITSM Principles

Module 2: IT Service Lifecycle Overview

Module 3: Incident and Problem Management

Module 4: Change, Release, and Configuration Management

Module 5: Service Request Management and Service Desk Operations

Module 6: Service Level Agreements (SLAs) and Key Performance Indicators (KPIs)

Module 7: Continual Service Improvement and Best Practices

Module 8: Aligning IT Services with Business Objectives

Module 9: ITSM Tools, Automation, and Reporting

Module 10: Capstone Activity – Developing an IT Service Improvement Plan

Certification

Upon successful completion, participants will receive a Certificate in IT Service Management, recognizing their ability to implement ITSM principles, manage IT services efficiently, and support organizational objectives.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

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

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