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## REAL TIME - Information and Communication Technology Service Management

Duration: 4 Days    Course Code: ITSM

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### Overview:

ICT Services that meet business, customer and user demands are Information Technology Infrastructure Library (ITIL) best practices for information and communication technology (ICT) Service management. The ITIL provides businesses with a customizable framework of best practices to achieve quality service and overcome difficulties associated with the growth of IT systems. ITIL has become a worldwide adopted framework for Information Technology Service Management (ITSM) within many public and private organizations. ITIL, the basis of BS1500 the British standard for IT service management has strong relationship with Quality systems such as ISO9000-2000 and a total quality framework such as European Foundation for Quality Management (EFQM) in Europe or (MBNQA) in North America. ITIL supports these quality systems by providing defined processes and best practice for the management of IT Services, enabling a fast track towards their Quality certifications. Your ICT organization is a Service Based one and there are numerous providers of high quality Service Management Software. Service Management Software is extremely convenient to use and your organization may wonder how it got along without it once it has begun to use it. Through this training program a real time different levels of Service Management Software Systems will be demonstrated.

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### Target Audience:

This program is for everyone who is working in any aspect of ICT Service Management who: Is implementing or refining one or more of ITIL Service Management (IT Service Support and Service Delivery) ; based processes, in an IT environment Intends to obtain the ITIL foundation certificates in IT Service Management Any one involved in the management of day-to-day practice of ICT Service Management ICT Management in modern organizations targeting IT/Business Alignment and total quality approach for ITSM ICT Management looks to improve quality service, focused continuity in ICT services provision, more motivated responsible staff, enhanced customer satisfaction, security improvement, accuracy, speed, cost justifiable service, integrated centralized processes quality and availability.

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### Objectives:

- ITIL provides systematic and professional approach to the management of IT services provision. Adopting its guidance will enable you to:
  - Learn to move the reactive relationship between IT and users to a proactive relationship
  - Improve IT Services through the use of proven best practice processes
  - Improve productivity through utilized skills and experience
  - Improve delivery of third party services through the specification of ITIL as the standard for service delivery in service procurements
  - Learn ITSM concepts via a fun and interactive simulation
  - Real-Time Service Management: Gain Competitive Advantage with Support Automation.
  - Learn from previous experience.
  - How to define demonstrable performance indicators
  - How to improve ROI of IT.
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## Content:

### Day 1:

- Introduction to ITSM/ITIL Configuration process Management Incident process Management Service Desk function Management

### Day 2

- Problem process Management Change process Management Release process Management

### Day 3

- Service Level Management Availability Management Capacity Management IT Service Continuity Management

### Day 4

- Security Management Financial Management Service Management Software tools Planning for the Implementation of Service Management Wrap Up/ Review of Sample Exam Exam Preparation Module Program Duration The 4-day course is 50 per

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## Further Information:

For More information, or to book your course, please call us on 00 20 (0) 2 2269 1982 or 16142

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