

INFOSOFT IT SOLUTIONS

Training | Projects | Placements

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IT Service Management

Introduction to IT Service Management

1.1 Overview of IT Service Management

1.2 Importance and Objectives of ITSM

1.3 Key Concepts: Services, Service Management, and Service Lifecycle

1.4 ITSM Frameworks and Standards (ITIL, ISO/IEC 20000, COBIT)

IT Service Strategy

2.1 Understanding Business Requirements and Objectives

2.2 Service Portfolio Management

2.3 Financial Management for IT Services

2.4 Demand Management

IT Service Design

3.1 Designing Effective IT Services

3.2 Service Catalog Management

3.3 Service Level Management

3.4 Capacity Management

3.5 Availability Management

3.6 IT Service Continuity Management

3.7 Information Security Management

IT Service Transition

4.1 Planning and Managing Service Transition

4.2 Change Management

4.3 Service Asset and Configuration Management

4.4 Release and Deployment Management

4.5 Knowledge Management

IT Service Operation

5.1 Managing IT Services on a Day-to-Day Basis

5.2 Incident Management

5.3 Problem Management

5.4 Event Management

5.5 Request Fulfillment

5.6 Access Management

IT Service Improvement

6.1 Continual Service Improvement (CSI) Principles

6.2 Service Measurement and Metrics

6.3 Defining Key Performance Indicators (KPIs)

6.4 IT Governance and Compliance

ITSM Tools and Technologies

7.1 Overview of ITSM Tools and Software

7.2 Selection Criteria for ITSM Tools

7.3 Implementation and Integration of ITSM Tools

7.4 Configuration Management Database (CMDB) Implementation

Managing People and Processes in ITSM

8.1 Roles and Responsibilities in ITSM

8.2 Organizational Change Management

8.3 Service Desk Management

8.4 Skills and Competencies for ITSM Professionals

IT Service Management in the Cloud

9.1 Cloud Computing Fundamentals

9.2 IT Service Management in Cloud Environments

9.3 Challenges and Best Practices

Case Studies and Real-world Projects

10.1 Case Studies of ITSM Implementations

10.2 Applying ITSM Principles to Real-world Scenarios

10.3 Best Practices and Lessons Learned