

3-Day Service Management Curriculum

Day 1: Foundations and Key Practices

Morning Session

- Introduction to Service Management
- Overview of service management fundamentals.
- Importance of value creation in service delivery.
- Key Practices Overview
- Understanding the role of specific management practices:
- Incident Management, Service Desk, Service Request Management

Afternoon Session

- Incident Management Deep Dive
- Principles and objectives.
- Incident lifecycle and resolution techniques.
- Practical exercises on incident logging and classification.
- Service Desk Functionality
- Importance and functions of the service desk.
- Communication skills and handling escalations.
- Practice Integration and Application
- Interactive discussions on integrating Incident Management and Service Desk in real scenarios.

Day 2: Expanding Practice Knowledge and Problem Resolution

Morning Session

- Service Request Management
- Understanding and managing service requests.
- Request lifecycle and fulfillment processes.
- Problem Management Essentials
- Key principles of problem identification and analysis.
- Root cause analysis techniques and incident prevention.

Afternoon Session

- Practical Application of Problem Management
- Hands-on exercises on categorizing and prioritizing problems.

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- Developing and implementing solutions.
- Cross-Practice Synergies
- Discussing how Incident, Service Request, and Problem Management complement one another.
- Case Studies and Group Exercises
- Applying learned practices to common scenarios.

Day 3: Monitoring, Event Management, and Performance Assessment

Morning Session

- Monitoring and Event Management Introduction
- Importance of proactive monitoring.
- Identifying and responding to events effectively.
- Implementing Event Management
- Setting up event detection and alert systems.
- Prioritizing events and initiating responses.

Afternoon Session

- Metrics and Success Factors
- Selecting and applying key metrics.
- Using performance indicators to assess practice efficiency.
- Maturity Model and Capability Assessment
- Understanding maturity models.
- Assessing organizational practices and planning for improvement.
- Certification Preparation and Review
- Key concept recap.
- Practice quizzes and discussion on preparation strategies.