



Consulting and Training | Reach New Heights

Course Name

IT Service Management

Sector Name

Information Technology

Document Type

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IT Service Management

Course Introduction

The IT Service Management Training Course is designed to help IT professionals develop the knowledge and skills required to manage, deliver, and improve IT services within modern organizations. Effective IT service management (ITSM) ensures that technology services align with business goals while maintaining reliability, efficiency, and customer satisfaction.

This course introduces participants to the core principles of service management, incident management, problem management, and service operations used in professional IT environments. Participants will learn how to design, deliver, support, and continuously improve IT services through structured management processes and best practices.

The training also explores essential ITSM frameworks such as ITIL, which help organizations standardize service delivery, manage service requests, and optimize IT support workflows. Participants will understand how to improve service quality, service desk performance, and IT operational efficiency through effective service lifecycle management.

In addition, the course focuses on service level management, change management, and IT support coordination, enabling IT teams to maintain stable and secure IT environments. By strengthening these competencies, organizations can enhance

system availability, improve response times, and deliver reliable digital services.

This program is ideal for IT professionals, service desk staff, IT support engineers, and managers responsible for delivering and managing IT services

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IT Service Management

Target Audience

- ✓ IT Managers & Team Leaders
- ✓ Service Desk Professionals
- ✓ Operations & Support Teams
- ✓ Project & Program Coordinators
- ✓ Business Analysts
- ✓ Quality & Compliance Officers

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Learning Objectives

- ✓ Grasp the foundational principles of ITIL and its role in IT service management
- ✓ Evaluate how IT services align with business needs and contribute to organizational goals
- ✓ Create and implement strategies that improve service performance and responsiveness
- ✓ Apply structured methods for streamlining operations and reducing inefficiencies
- ✓ Design scalable processes for ongoing performance enhancement

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Course Outline

✓ DAY 01

Foundations of ITSM

- ✓ Principles and Scope of IT Service Management
- ✓ Understanding the ITIL Framework
- ✓ Service Lifecycle and Organizational Roles
- ✓ Business-IT Alignment Fundamentals

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Course Outline

✓ Day 02

Strategic Service Design

- ✓ Service Strategy Development
- ✓ Core Principles of Designing Services
- ✓ Portfolio and Demand Management
- ✓ Financial Controls in IT Service Planning

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Course Outline

✓ Day 03

Transition & Operations

- ✓ Planning for Service Changes
- ✓ Managing Incidents, Problems, and Assets
- ✓ Configuration and Knowledge Management
- ✓ SLA Management Techniques

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Course Outline

✓ Day 04

Continual Improvement

- ✓ Introduction to CSI (Continual Service Improvement)
- ✓ Metrics, Reviews, and Performance Measurement
- ✓ Feedback Loops and Reporting Models

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Course Outline

✓ Day 05

Application & Simulation

- ✓ Real-Life Scenarios and Group Practice
- ✓ Best Practices for Implementation
- ✓ Fostering a Service-Centric Culture
- ✓ Creating a Personalized Action Plan

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Aug. 31, 2026	Sept. 4, 2026	5 days	4950.00 \$	Netherlands , Amsterdam
Dec. 28, 2026	Jan. 1, 2027	5 days	4250.00 \$	UAE , Abu Dhabi
Jan. 11, 2027	Jan. 15, 2027	5 days	4250.00 \$	UAE , Dubai
May 24, 2027	May 28, 2027	5 days	4250.00 \$	UAE , Dubai

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