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Course Name

Service Performance Management in IT

Sector Name

Information Technology

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Service Performance Management in IT

Course Introduction

In an increasingly digital world, IT services must deliver consistent performance, reliability, and value to meet user expectations and business goals. Service Performance Management (SPM) focuses on tracking, analyzing, and improving how IT services perform in real time and over the long term.

This course equips IT professionals with the tools and techniques to define meaningful metrics, manage service levels, and use data-driven insights to optimize performance.

It combines performance monitoring, SLA management, reporting, and continuous improvement under the umbrella of IT Service Management (ITSM) best practices.

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Service Performance Management in IT

Target Audience

- ✓ IT Service Managers
- ✓ IT Operations Professionals
- ✓ Service Desk Managers and Analysts
- ✓ IT Performance Analysts
- ✓ SLA/Contract Managers
- ✓ IT Project Managers

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Learning Objectives

- ✓ Understand the core principles and importance of Service Performance Management in IT.
- ✓ Define, monitor, and analyze Key Performance Indicators (KPIs), Service Level Agreements (SLAs), and Operational Level Agreements (OLAs).
- ✓ Use performance data to drive decisions and continuous service improvement.
- ✓ Align service performance with business objectives and customer expectations.
- ✓ Apply best practices from ITIL 4 and industry standards to service performance reporting.
- ✓ Leverage tools and technologies to monitor IT services in real time.

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Course Outline

✓ DAY 01

Module 1: Introduction to Service Performance Management

- ✓ What is Service Performance Management?
- ✓ Role of SPM in IT Service Management (ITSM)
- ✓ Business value of monitoring service performance
- ✓ Link to ITIL 4 and the Service Value System (SVS)

Module 2: Performance Measurement Basics

- ✓ Understanding KPIs, SLAs, OLAs, and XLAs
- ✓ Choosing the right metrics for IT services
- ✓ Difference between operational and strategic metrics
- ✓ Setting performance targets aligned with business needs

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Course Outline

✓ Day 02

Module 3: Service Level Management (SLM)

- ✓ Defining, negotiating, and managing SLAs
- ✓ SLA types: Customer-based, service-based, multi-level
- ✓ Tracking SLA compliance and breach handling
- ✓ Using OLAs to manage internal service expectations

Module 4: Monitoring Tools and Technologies

- ✓ Overview of service performance monitoring tools:
- ✓ Application Performance Monitoring (APM) tools
- ✓ Network and infrastructure monitoring tools
- ✓ ITSM tools with performance dashboards
- ✓ Real-time vs. historical performance tracking
- ✓ Integrating monitoring tools with ITSM platforms

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Course Outline

✓ Day 03

Module 5: Analyzing and Reporting Performance

- ✓ Building service performance dashboards
- ✓ Root cause analysis and trend detection
- ✓ Monthly, quarterly, and real-time reporting practices
- ✓ Visualizing data for technical and non-technical audiences

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Course Outline

✓ Day 04

Module 6: Continual Improvement Through SPM

- ✓ ITIL's Continual Improvement Model applied to SPM
- ✓ Using performance data to identify improvement opportunities
- ✓ Creating and prioritizing improvement plans
- ✓ Feedback loops and iterative optimization

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Course Outline

✓ Day 05

Module 7: Real-World Application & Case Studies

- ✓ Common service performance challenges and how to solve them
- ✓ Case study: Improving service uptime and response times
- ✓ Group activity: Designing a basic SPM framework for a fictional IT service

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Aug. 16, 2027	Aug. 20, 2027	5 days	4950.00 \$	Netherlands , Amsterdam
Jan. 18, 2027	Jan. 22, 2027	5 days	4250.00 \$	UAE , Dubai
May 24, 2027	May 28, 2027	5 days	4250.00 \$	UAE , Abu Dhabi
Nov. 23, 2026	Nov. 27, 2026	5 days	4250.00 \$	UAE , Dubai

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