IT Service Management: Principles, Practices & Implementation

11 – 15 January 2027
Paris (France)

UK Traininig
PARTNER



IT Service Management: Principles, Practices & Implementation

Ref: 321877_174502 **Date:** 11 – 15 January 2027 **Location:** Paris (France) **Fees:** 5900 GBP

Course Description

This intensive 1-week IT Service Management ITSM course provides a comprehensive understanding of ITSM principles, frameworks, and best practices. Participants will learn to align IT services with business objectives, improve service delivery, and drive organizational value through effective ITSM implementation.

Learning Objectives

- Understand core ITSM concepts and their importance in modern IT environments
- Master key ITSM frameworks including ITIL, COBIT, and ISO/IEC 20000
- Develop skills to implement and optimize ITSM processes
- Learn to measure and improve IT service quality and customer satisfaction
- Gain practical knowledge of ITSM tools and technologies

Course Modules

Day 1: Introduction to ITSM

- ITSM fundamentals and benefits
- IT service lifecycle overview
- ITSM roles and responsibilities
- Key ITSM processes and functions

Day 2: ITSM Frameworks and Standards

- ITIL framework deep dive
- COBIT governance framework
- ISO/IEC 20000 standard
- Integrating multiple frameworks

Day 3: Core ITSM Processes

- Incident and problem management
- Change and release management
- Service level management
- Knowledge management



Day 4: ITSM Implementation and Tools

- ITSM implementation strategies
- Selecting and implementing ITSM tools
- Process automation and integration
- Measuring ITSM effectiveness

Day 5: Advanced ITSM Topics

- Continual service improvement
- IT service portfolio management
- ITSM in cloud and DevOps environments
- Future trends in ITSM

Practical Wins for Participants

- Ability to design and implement effective ITSM processes
- Skills to improve IT service quality and customer satisfaction
- Knowledge to select and implement appropriate ITSM tools
- Strategies to align IT services with business objectives

