



ISM: IT Service Management in Practice

Objective: Information Technology was turned to be the essential tool for creating business competitive advantage for many decade ago. IT Service Management (ITSM) is the mandatory knowledge and skills for IT management. This course will hand on the quick win components of IT service management process including with detail controls in practice of 6 quick wins process those every organization must be faced and implemented.

Who Should Attend: People who work in IT department:

- IT Operation Staff
- IT Middle Management
- IT Security Officer
- IT Infrastructure Expert
- IT Application Development
- Head of IT Operation
- Head of IT Infrastructure
- Head of IT Security
- Head of IT Application

Duration: 2 days (6 hours), 09:00 – 16:00

Training Date: See Training Schedule on www.knowledgertraining.com

Venue: Jasmine City Hotel, Soi Sukhumvit 23, Asoke, Bangkok

Method: Lecture and Case Study Workshop

Language: Thai

Instructors: Kristpoj Juttamalakul ITIL Master, CGEIT, CISM, CISA
Paiboon Punyayuttakan PMP, CISSP, CISA, IRCA, ITIL, Project+

Registration: Download Registration Form and send to info@knowledgertraining.com

Course Outline: **IT Service Management in Practice**

Day 1

Process & Control

- Definition of Process
- Definition of Control
- 5 Levels of Process Maturity
- Definition of KPI & Measurement

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Overview ITIL Process Map

- Service Strategy
 - Service Portfolio Management and Strategy Management for IT Services
 - Financial Management
 - Business Relationship Management
- Service Design
 - Service Level Management
 - Availability Management
 - Capacity Management
 - IT Service Continuity Management
 - Information Security Management
 - Supplier Management
- Service Transition
 - Change Management
 - Project Management (Transition Planning and Support)
 - Release and Deployment Management
 - Service Validation and Testing
 - Service Asset and Configuration Management
- Service Operation
 - Incident Management
 - Problem Management
- Continual Service Improvement
 - Service Review
 - Process Evaluation
 - Definition of Improvement Initiatives

ITIL in Practice

- Service Level Management (SLM)
 - Definition of SLM
 - SLM Process and Controls

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- SLM Related Stakeholders
- Roles of Service Level Manager
- SLM Measurement and KPI
- *Workshop : Case Study SLM*
- Capacity Management (CAP)
 - Definition of CAP
 - CAP Process and Controls
 - CAP Related Stakeholders
 - Roles of Capacity Manager
 - CAP Measurement and KPI
 - *Workshop : Case Study CAP*

Day 2

- Change Management (CHM)
 - Definition of CHM
 - CHM Process and Controls
 - CHM Related Stakeholders
 - Roles of Change Manager & Change Advisory Board
 - CHM Measurement and KPI
 - *Workshop : Case Study CHM*
- Incident Management (ICM)
 - Definition of ICM
 - ICM Process and Controls
 - ICM Related Stakeholders
 - Roles of Incident Manager
 - ICM Measurement and KPI
 - *Workshop : Case Study ICM*
- Problem Management (PBM)
 - Definition of PBM
 - PBM Process and Controls

- PBM Related Stakeholders
- Roles of Problem Manager
- PBM Measurement and KPI
- *Workshop : Case Study PBM*
- Service Asset and Configuration Management (CFM)
 - Definition of CFM
 - CFM Process and Controls
 - CFM Related Stakeholders
 - CFM Measurement and KPI
 - *Workshop : Case Study CFM*