

ITIL : IT Service Management (ITIL) 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 7 quick wins process those every organization must be faced and implemented. Participants can learn the detail steps of each process from real scenario case study in roles play workshop.

Who Should Attend: People who work in IT department.

- IT Operation Staff
- IT Middle Management
- IT Security officer
- IT Infra expert
- IT Application development
- Head of IT Operation
- Head of IT Infrastructure
- Head of IT Security
- Head of IT Application
- Head of IT Governance

Duration: 2 days (12 hours, 12 PDUs), 09:00 – 16:00

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

Venue: Jasmine City Hotel, Soi Sukhumvit 23, Asoke, Bangkok or Knowledgeger Office at Thapra, TalatPhlu

Method: Lecture and Case Study Workshop

Language: Thai

Instructors: Paiboon Punyayuttakan (ITIL, PMP, CISSP, CISA, IRCA, Project+)

Course Outline: **IT Service Management (ITIL) In Practice**

Day 1

Process & Control

- Definition of Process
- Definition of Control
- 5 Levels of Process Maturity
- Roles of Process Owner & Process Manager
- Definition of KPI & Measurement

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ITIL Process Map

- Service Strategy
 - o Service Strategy Management (STM)
 - Definition of STM
 - STM Process and Controls
 - Example of IT Strategy of Banking Business
 - Example of IT Strategy of Food & Beverage Business
 - Example of IT Strategy of Digital Business
 - o Service Portfolio Management (SPM)
 - Definition of SPM
 - SPM Process and Controls
 - 3 Components of Service Portfolio
 - Example of Service Pipeline
 - o Financial Management (FM)
 - Definition of FM
 - FM Process and Controls
 - o Business Relationship Management (BRM)
 - Definition of BRM
 - BRM Process and Controls
- Service Design
 - o Service Catalog Management (SCLM)
 - Definition of SCLM
 - SCLM Process and Controls
 - Content of Service Catalog
 - Service Catalog Category
 - Example of Service Catalog
 - o Service Level Management (SLM)
 - Definition of SLM
 - SLM Process and Controls
 - SLM related stakeholders
 - Roles of Service Level Manager
 - SLM Measurement and KPI
 - Example of SLAs for E-mail Service
 - Example of SLAs for Helpdesk Service
 - Example of SLAs for SOC Service
 - Example of SLAs for ERP Service
 - o Availability Management (AM)
 - Definition of AM
 - AM Process and Controls
 - Definition of MTTR , MTTF , MTBF
 - o Capacity Management (CAPM)
 - Definition of CAPM
 - CAPM Process and Controls
 - Demand Management
 - Capacity Planning

- CAPM related stakeholders
 - Roles of Capacity Manager
 - CAPM Measurement and KPI
- o IT Service Continuity Management (ITSCM)
 - Definition of ITSCM
 - ITSCM Process and Controls
 - Definition of Hot Site / Warm Site / Cold Site
 - Definition of RTO & RPO
 - Type of DRP Testing Scenario
- o Information Security Management (ISECM)
 - Definition of ISECM
 - ISECM Process and Controls
- o Supplier Management (SUPM)
 - Definition of SUPM
 - SUPM Process and Controls
- Service Transition
 - o Change Management (CHM)
 - Definition of CHM
 - CHM Process and Controls
 - CHM related stakeholders
 - Roles of Change Manager & Change Advisory Board
 - 5 Types of Change
 - How to get CAB approval of change
 - CHM Measurement and KPI
 - o Project Management (PJM)
 - Definition of PJM
 - PJM Process and Controls
 - o Release and Deployment Management (RDM)
 - Definition of RDM
 - RDM Process and Controls
 - Difference between Release & Deploy
 - o Knowledge Management (KM)
 - Definition of KM
 - KM Process and Controls
 - Tacit & Explicit Knowledge
 - o Service Validation and Testing
 - o Service Asset and Configuration Management (SACM)
 - Definition of SACM
 - SACM Process and Controls
 - SACM related stakeholders
 - Roles of SACM Manager
 - CIs & CMDB
 - Type of CIs
 - CIs Taxonomy & Naming Conventional
 - How to collect CIs

- SACM Measurement and KPI

Day 2

- Service Operation
 - Incident Management (ICM)
 - Definition of ICM
 - ICM Process and Controls
 - ICM related stakeholders
 - Roles of Incident Manager
 - Difference between Incident & Service Request
 - Example of Incident Types
 - Incident Severity Level
 - 5 Tiers of Incident Response Team
 - ICM Measurement and KPI
 - Service Request Management (SRM)
 - Definition of SRM
 - SRM Process and Controls
 - SRM related stakeholders
 - Roles of Service Request Manager
 - SRM Measurement and KPI
 - Example of Service Request Log
 - Event Management (EVM)
 - Definition of EVM
 - EVM Process and Controls
 - Access Management (ACM)
 - Definition of ACM
 - ACM Process and Controls
 - Problem Management (PBM)
 - Definition of PBM
 - PBM Process and Controls
 - PBM related stakeholders
 - Roles of Problem Manager
 - Root Cause Analysis with 5 Whys Technique
 - Definition of Workaround , Corrective , Preventive Actions
 - PBM Measurement and KPI
- Continual Service Improvement
 - Service Review
 - Process Evaluation
 - Definition of Improvement Initiatives

ITIL In Practice Workshop

- *Workshop #1 Identify Change , Incident , Problem , Event & Service Request*
- *Workshop #2 Integration of Event , Incident , Change , Capacity and Problem from ERP System*

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- *Workshop #3 Integration of Event , Incident , Change , Capacity and Problem from HRIS System*
- *Workshop #4 Integration of Event , Incident , Change , Capacity and Problem from Email Cloud Migration*
- *Workshop #5 Integration of Event , Incident , Change , Capacity and Problem from E-Receipt System*
- *Workshop #6 Integration of Event , Incident , Change , Capacity and Problem from CRM Cloud Migration*
- *Workshop #7 Integration of Event , Incident , Change , Capacity and Problem from ICAS System*
- *Workshop #8 New staffs on-boarding SLAs setting*
- *Workshop #9 Office 365 SLAs setting*
- *Workshop #10 Collect CIs / CMDB*

Course Fee: 18,500 Baht
Early Bird 15,500 Baht - to be paid 2 weeks prior to training

(Baht)	Course Fee	VAT 7%	Total (No Withholding Tax)	Withholding Tax (3%)	Total with Withholding Tax
Normal Rate	18,500	1,295	19,795	555	19,240
Early Bird Rate	15,500	1,085	16,585	465	16,120

Payment: Transfer thru bank or pay cheque

1. By Cash – Please pay to the account name “บริษัท โนวเลดเจอร์ จำกัด”

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	สุขาภิบาล 1 (บางบอน)	ออมทรัพย์	716-2-50476-7
	เซ็นทรัล พระราม 2	ออมทรัพย์	436-1-49772-2

2. By Cheque – Please pay A/C Payee Cheque to “Knowledgeger Co., Ltd.” (“บริษัท โนวเลดเจอร์ จำกัด”)

To complete the registration process, please scan and email the pay-in slip and withholding tax slip (if any) to info@knowledgegertraining.com. Knowledgeger will acknowledge the registration to the registrant and the HR/coordinator emails provided.

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