

Course : ITSM, IT service management, discovery

Synthesis course - 1d - 7h00 - Ref. IGL

Price : 990 CHF E.T.

★★★★☆ 4,3 / 5

BEST

IT Service Management (ITSM) has gained in maturity, particularly with the latest updates to the best practice compendia. The state of the art in ITSM incorporates new digital practices, Agile methods and DevOps. This course will help you understand ITSM philosophy and best practices.

Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Identify the benefits of an ITSM "best practices" approach to service management and IS governance
- ✓ Understand ITSM terminology and concepts
- ✓ Understanding the added value of ITSM best practices

Intended audience

All IT service stakeholders: IT and business departments. IT and sales consultants working in an ITSM environment.

Prerequisites

No special knowledge required.

Practical details

Teaching methods

Presentations, group discussions, interactive exchanges.

Course schedule

PARTICIPANTS

All IT service stakeholders: IT and business departments. IT and sales consultants working in an ITSM environment.

PREREQUISITES

No special knowledge required.

TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.

Participants also complete a placement test before and after the course to measure the skills they've developed.

1 The practice of service management

- IT service management and best practices[?]
- ITSM philosophy and key concepts.
- Service management and information systems governance.
- Definitions: service, utility, warranty, customer, user, sponsor and service management.
- Concepts related to the co-creation of value by services: cost, value, result, deliverables and risks.
- Relationship concepts: service offering, relationship management, service provision and service consumption.

Group discussion

Discuss the ITSM approach, its philosophy and main concepts.

2 The main principles guiding organizations

- Approach and main principles.
- The 7 principles guiding organizations.
- Description of the nature, use and interactions of the 7 principles.
- Focus on value. Start where you are.
- Progress iteratively with feedback. Collaborate and be transparent.
- Think and work holistically. Keep it simple and practical. Optimize and automate.

Group discussion

Discussions on the ITSM approach and its main principles.

3 Organizing the collection of ITSM best practices

- The approach and its organization.
- The 4 dimensions of service management.
- The service management value chain.
- The 18 practices of IT service management.

Group discussion

Discussions on the ITSM approach and its organization.

4 Perspectives and conclusions

- Understand the added value of the ITSM approach.
- ITSM's contribution to service management and IS governance.
- Differences between "best practices" ITSM and ISO 20000.
- Other standards that complement the ITSM approach: COBIT, ISO 27001, TOGAF®...

Group discussion

Collective reflection on the benefits and limitations of best practice guidelines.

TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

Dates and locations

REMOTE CLASS

2026 : 9 June, 22 Sep., 24 Nov.