

# Course : ITSM, Delivery Manager

*Practical course - 3d - 21h00 - Ref. IDG*

*Price : 2470 CHF E.T.*

★★★★★ 5 / 5

The role of delivery manager in ITSM is now essential to guarantee the efficiency of IT services. Based on the fundamental principles of IT service management and SLAs (Service Level Agreements), this training course will enable you to guarantee customer satisfaction and company profitability. You'll learn how to manage the delivery of IT services in line with agreed service levels (SLAs) and service level agreements (SLAs).

## Teaching objectives

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

- ✓ Adapting your posture (technical to service)
- ✓ Manage a service provider or internal customer on the basis of a contract (SLA/LOA)
- ✓ Improve your ability to communicate with all stakeholders
- ✓ Adapting a common process-based approach

## Intended audience

Technical or functional managers, account managers.

## Prerequisites

ITIL Foundation certification.

## Practical details

### Hands-on work

MCQs, case studies, practical exercises...

### Teaching methods

Documentation and training aids, practical application exercises and answer keys for practical courses and case studies.

## Course schedule

### PARTICIPANTS

Technical or functional managers, account managers.

### PREREQUISITES

ITIL Foundation certification.

### 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.

### 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.

## 1 Introduction to Service Level Management (SLM)

- Vocabulary: service catalog, service requirements and levels, service level agreement (SLA).
- Fields of application.
- Success factors.
- What is a delivery manager?

### Exercise

Understand and apply the concepts of service level management. Mind map of what a delivery manager is. End-of-module MCQ.

## 2 SLM requirements, key concepts and activities

- Service level management requirements.
- Key SLM concepts.
- Service portfolio versus service catalog.
- The different types of contract (SLA, OLA, UC) and their relationships.
- Presentation of SLM activities.
- Service level agreement management activities.
- Supervision of service levels and quality.

### Group discussion

What types of contract exist in your organization? Are they respected? What are the main challenges encountered in managing SLAs? End-of-module quiz.

## 3 Value creation and related practices

- Service catalog management (purpose, activities and outlook).
- Service request management (purpose, guidelines).
- Service level agreement management activities: definition of customer requirements.
- Viability analysis, SLA drafting, SLA negotiation and signature.
- SLA communication and implementation, SLA review, SLA renewal, SLA withdrawal.
- Requirements for successful SLAs.
- ALS Watermelon.
- Roles and responsibilities in the delivery manager's value creation process.
- Roles and responsibilities in value creation for other players (customers/users, suppliers).
- Roles and responsibilities in supervising service levels and quality.

### Exercise

Based on the scenario and SLA model provided, draw up the SLA and negotiate its content. How do the situations provided influence the definition of an SLA? End-of-module quiz.

### 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.

#### 4 Supervision, service quality and related practices

- Measurement and reporting.
- Customer involvement and feedback.
- Customer and user satisfaction survey.
- Ongoing control of service quality.
- Service reviews.
- Dashboard, metrics and service quality report.
- Roles and responsibilities in supervising service levels and quality.

##### Exercise

In each of the cases provided, indicate the roles and responsibilities for managing SLAs and overseeing service levels and quality. Exchange between participants on existing metrics and dashboards within their organizations. End-of-module quiz.

#### 5 Practices to help provide services

- Service Center
- Incident, problem and change management.
- Supplier management.
- Relationship management.
- Production release management.
- Deployment management.
- Enabling changes.
- Links with service level management and delivery manager.

##### Exercise

Diagram the interactions between these different practices. Specify the posture of the delivery manager for each of them. End-of-module quiz.

#### 6 Tools, technologies and innovation

- Information used for service level management.
- Tools for monitoring and analyzing service use.
- Analysis and reporting tools.
- Service catalog tools.
- Social media.
- Artificial intelligence (AI).

##### Exercise

Identify key tools and their functionality. Propose the most suitable tools/products known on the market. Discuss potential challenges related to automation and AI. End-of-module quiz.

## Dates and locations

### REMOTE CLASS

2026 : 23 Mar., 1 July, 14 Oct., 7 Dec.