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Course Outline :: Establishing Service Management for ITaaS::

Module Title	:	**Establishing Service Management for ITaaS**
Duration	:	**4 days**

Overview

IT organizations are being challenged to operate as effective and efficient IT service providers as part of the transformation to IT as a Service (ITaaS). This requires the adoption of a comprehensive service management structure and repeatable processes for delivering agile, transparent and value based services across traditional IT silos. A well-defined service management plan includes the new roles required, improves productivity, adopts orchestration and automation to streamline delivery, and optimizes costs to meet business needs.

Participants will gain an in-depth knowledge of the critical roles and strategies for establishing a service management front office to support the development of services. They will also review the foundational back office processes to understand the operational framework necessary to support the delivery of services. Throughout the course, lab exercises, case studies and real world examples will reinforce concepts of service management design and implementation.

Audience

This course is intended for those responsible for the design, development, and implementation of a services management strategy within their organization and includes Business Managers and Delivery/IT Operations Managers, Business Consultants and Process Analysts, Service Management Teams, Cloud Administrators, and Line of Business (LOB) Managers.

Prerequisite Knowledge/Skills

To understand the content it is recommended to have familiarity with the following courses: ITIL V3 Foundations, Cloud and ITaaS for Business Transformation.

Course Objectives

Upon successful completion of this course, participants should be able to:

- Discuss service management business drivers and benefits
- Discuss ITaaS transformation program planning and outcomes
- Define service management terminology and lifecycle
- Apply a practical approach to the phases of the service lifecycle from a front and back office perspective
- List measures of success and plan for the future

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Course Outline

The content of this course is designed to support the course objectives.

Module 1: Service Management Overview

- Define service management business drivers
- Summarize the benefits of service management
- Discuss essential service management concepts and the service lifecycle
- Discuss the transformational framework of ITaaS from a service management perspective

Module 2: Service Management Planning

- Discuss the ITaaS program for establishing service management
- Discuss the program initiation steps and program strategy
- Discuss IT maturity model and baseline
- Review sample program structure and essential work streams
- Discuss program implementation considerations and outcomes

Module 3: Service Management Considerations

- Discuss popular IT management frameworks
- Explain the service lifecycle used for this course
- Discuss the aspects of service lifecycle within the ITaaS framework
- Review sample services and introduce the chosen service for this course

Module 4: Service Management Front Office

- Discuss components of the Strategy phase of the service lifecycle
- Discuss components of the Design phase of the service lifecycle

Module 5: Service Management Back Office

- Discuss components of the Build phase of the service lifecycle
- Discuss components of the Launch phase of the service lifecycle
- Discuss components of the Operate phase of the service lifecycle

Module 6: Measuring Success and Planning for the Future

- List contributors and methods used to determine and quantify service success.
- Discuss measuring and reporting attributes and capabilities
- Discuss the impact of emerging trends on Service Management

In addition to lecture and demonstrations, this course includes exercises designed to allow practical experience for the participant.