



CERTIFIED INFORMATION TECHNOLOGY SERVICE MANAGEMENT (CITSM)

Course	IT Service Management (ITSM)
Instructor	Certified American Academy Instructor
Descriptions	This course aims at raising individual's understanding of, and competence in IT Service Management as described in the best practice or best framework such as in ITIL. This course provides IT Managers and Practitioners with a practical understanding of the key concepts, principles, processes and functions that enables successful IT Service Management provision. It also prepares delegates for the ITIL Foundation Certificate Examination. The course is based on the ITIL best practice service lifecycle approach. The purpose of this IT Service Management to help the delegates to define Service and to comprehend and explain the concept of Service Management as a practice, and moreover is to certify that the candidate has gained knowledge of the ITSM terminology, structure and basic concepts and has comprehended the core principles of ITSM practices as referenced in the ITIL.
Objectives	Upon the completion of the course, the delegates should be able to: • Describe the concept of Good PRACTICE • Define and explain the concept of a SERVICE • Define and explain the concept of SERVICE MANAGEMENT • Define and distinguish between FUNCTIONS, ROLES and PROCESSES • Explain the PROCESS model • List the characteristics of PROCESSES (Measurable, Specific results, CUSTOMERS, and Responds • to a specific event) and specifically able to: • Briefly explain the Service Lifecycle

AAPM American Academy of Project Management ®
1670-F East Cheyenne Mtn. Blvd.; Box #293
Colorado Springs CO 80906 - Jakarta Office: 021-31924002/0816720146
USA504-495-1748 Fax: 419-828-4923-



Duration	3 Days and one Day Exam
Course Contents and Descriptions:	
Day 1:	• Introduction • Service Management as a Practice • Service Lifecycle • Processes covering Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement
Day 2:	• Generic Concepts and Definitions • Workshop/Case Study I in ITSM (ITIL V3) • Key Principles and Models covering Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement • Functions • Framework Exercise I (ITILV3)
Day3: Roles and Models	• Roles • Key Principles and models of ITSM: • The types of service provider • The five major aspects of Service Design • The service V model • The Continual Service Improvement model • Technology and Architecture • Revision • Mock Examination

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