



INFOCHIEF®
Boost your IT career success

**PRACTICAL IT SERVICE
IMPLEMENTATION COURSE**

ITSM



PRACTICAL IT SERVICE IMPLEMENTATION

BOOST YOUR IT CAREER SUCCESS!



INFOCHIEF INSTITUTE
TINH NGHE – IT EDUCATION AND SERVICES., Ltd

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PRACTICAL IT SERVICE MANAGEMENT

IMPLEMENTATION



WHO SHOULD ATTEND

- i. IT Director / Head of IT department.
- ii. The agent in charge of the IT department.
- iii. The IT system operation management, compliance management systems.
- iv. Who wants to become a consultant to IT service management in the future.



COURSE OBJECTIVES

- Armed with the necessary knowledge and most comprehensive IT management services for professionals, the IT manager.
- Advanced skills working, planning, deployment and management of enterprise IT services effectively.
- Managing the IT organization provide the model of professional services, serving and meeting the needs of the operation, production and trading.
- Creating an image management specialist IT services dynamic working professionals and scientists.



COACH

- Board coach of institute include the Director of Information Center or IT Director (CIO in the domestic and foreign corporation) are practical experience and mind training in IT management skills.

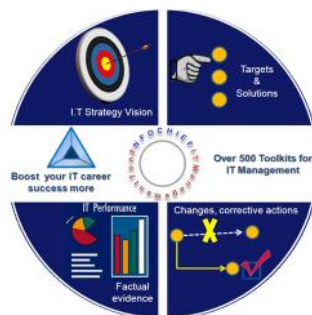
MATERIAL

- Document IT service management practices internal

COURSE DURATION

- 5 days

STARTING DATE: Early every month



PREPARE NOW TO BE AN IT SERVICE
MANAGER OF FUTURE!

CONTENT OF PRACTICAL IT SERVICE MANAGEMENT - ITSM

<p>Module 1: Overview of ITIL & ITSM</p> <ul style="list-style-type: none"> - What is ITIL? Who uses ITIL? - 7 Principles of ITIL - The maturity of IT services - Deployment strategy approach - Planning to deploy IT services - The organizational model deployed 	<p>Module 7. Release Management</p> <ul style="list-style-type: none"> - Objectives & benefits of release management - Release management responsibilities - Classification of release - The implementation steps of release management - Operational activities release management
<p>Module 2. Service Desk</p> <ul style="list-style-type: none"> - Objectives & benefits of the service desk - Service desk responsibility - How to operate your service desk - Consider to choose the service desk model - The operation process of service desk - The steps to deploy the service desk - Operational activities service desk 	<p>Module 8. Service Level Management</p> <ul style="list-style-type: none"> - Objectives & benefits of the SLM - Responsibilities of SLM - The contents of SLA, OLA, UC - The implementation steps of SLM - Implement resources of SLM - Operational activities of SLM
<p>Module 3. Incident Management</p> <ul style="list-style-type: none"> - Scope of service request - Objectives & benefits of Incident management - Incident management responsibilities - Distinguish incident & problem - Incident management process - The steps to implement incident management - Implemented resources of incident management - Operational activities of Incident Management 	<p>Module 9. Availability Management</p> <ul style="list-style-type: none"> - Objectives & benefits availability management - Liability availability management - The operational of availability management - Availability indicator - Formula availability management - The implementation steps of availability management - Operational activities availability management
<p>Module 4. Problem Management</p> <ul style="list-style-type: none"> - Objectives of problem management - Benefits of problem management - Liability problem management - Problem management proactively - Problem management process - The implementation steps of problem mgnt - Implemented resources of problem mgnt - Operational activities problem management 	<p>Module 10. Capacity Management</p> <ul style="list-style-type: none"> - Objectives & benefits of capacity management - capacity management responsibilities - The operational of capacity management - The implementation steps of capacity management - Operational activities of capacity management
<p>Module 5. Change Management</p> <ul style="list-style-type: none"> - Objectives & benefits of change management - Change management responsibilities - 7R to consider in change management - Change control board (CAB) - The implementation steps of change mgnt - Implement resources of change management - Operational activities change management 	<p>Module 11. Service Continuity Management</p> <ul style="list-style-type: none"> - Objectives & benefits of SCM - SCM responsibility - The operational of SCM - Lifecycle management of SCM - The restoration of selected risk - The implementation steps of SCM - Operational activities of SCM
<p>Module 6. Configuration Management</p> <ul style="list-style-type: none"> - Objectives & benefits of configuration mgnt - Configuration management responsibilities - Configuration management database (CMDB) - Structure attribute information and CI relationships - Configuration management process - The implementation steps of configuration management 	<p>Module 12. Financial Management</p> <ul style="list-style-type: none"> - Objectives & benefits of financial management - Responsibility for financial management - IT cost model - The financial performance anagement - Steps to deploy financial management - Operational activities financial management



INFOCHIEF MISSION

- ✓ At INFOCHIEF, we research the methods, tools, IT processes that apply to each type of business operations .
- ✓ Consultance the businesses build their IT department become strategic information center.
- ✓ Coaching IT Management Skills and IT Leadership.
- ✓ Providing professional IT human resources. To ensure matching the need of business development.

