# ITIL® Service Management PRAXIS modules

*COURSE SUMMARY*

| | | | |
|---|---|---|---|
| **Duration:** | ½ day per module | **Practices:** | Service Desk |
| **Materials:** | Course materials | | Request Management |
| **Topic:** | Service Management Practices | | Incident Management |
| **Module:** | each module consists of 2 Practices | | Event Management |
| **Cost:** | TBA (Under Request) | | Change Enablement |
| | *Modules fully customisable* | | Event Management |
| | | | Measurement & Reporting |
| | | | Continual Improvement |
| | | | Practice X (other practice OR tailored) |

## COURSE OBJECTIVE

Focussing on specific Practices as covered in the ITIL 4 Specialist and Strategist course of the ITIL scheme, this modular offering is designed to ensure a flexible, coordinated and integrated training for the effective management of Telecommunication & IT-enabled services.

The course provides participants a deeper insight into Service Management practices utilised to deliver agreed levels of service to users and customers, and to manage the processes, applications, technology and infrastructure that support delivery of these services.

**The modules are delivered with a Telecommunications flavour and consist of examples from the Telecommunications Sector.**

**LEARNING OUTCOMES**

1. Understand the key concepts of service management
2. Understand how the ITIL guiding principles can help an organisation adopt and adapt service management
3. Understand the KEY Service Management practices (Service Desk, Request Management, Incident Management, Event Management, Change Enablement, Event Management, Measurement & Reporting, Continual Improvement, other requested modules).
4. Understand the activities of the Service Management practices, and how they interconnect

**WHO SHOULD ATTEND?**

- Individuals at the start of their journey of managing services and customer interaction
- Individuals working in the business who interact with information technology
- Individuals working in projects and transferring services into operations
- Individuals working in IT (digital, product, development) delivering customer and user experiences
- Existing ITIL qualification holders wishing to update their knowledge

**PREREQUISITES**

There are no mandatory prerequisites.

**STRUCTURE AND BENEFITS OF THE COURSE FRAMEWORK**

- The PRAXIS modules help participants understand their integration and coordination within operational environments providing a strong, unified, value-focused benefit for the organisation.

**Sydney Office**

Level 9 100
Walker Street
North Sydney
2060 Australia

+61 2 9455 0558

**Melbourne Office**

Suite 927, 1
Queens Road
Melbourne Vic
3004 Australia

+61 3 9867 6959

**Brisbane Office**

320 Adelaide St
Brisbane City
QLD 4000
Australia

+61 499 444
439