An introduction to IT Service Management which gives an overview of the best practice principles, processes and standards involved in supporting and delivering effective high quality IT services in any kind of organisation.

Delegates will gain a high level understanding of the key service management processes and approaches, the differences between them and how they relate to the business, customers and various industry standards and frameworks.

What is IT Service Management?

IT Service Management is concerned with the operational aspects of managing IT infrastructure to deliver high quality IT services.

Service Management encompasses the processes and issues involved in dealing effectively and proactively with faults and breakdowns through a Service Desk and technical support teams, how to implement changes and releases with minimum disruption, ensuring the infrastructure and services delivered are fit for purpose and operating efficiently, and understanding the risks.

Very importantly, Service Management is also concerned with managing the customer relationship and financial aspects of service delivery.

Who Should Attend

This overview is relevant for anyone who is involved in managing, supporting, delivering or improving IT services, infrastructure or processes.

Outline

- ◊ The need for professional IT Service Management and background
- ◊ The service management lifecycle, process objectives and deliverables:
    - o The Service Desk
    - o Managing events, incidents, service failures and service requests
    - o Proactive problem management and prevention of failures
    - o Assessing the risks, costs and benefits of changes
    - o Managing successful roll-outs of new and changed services
    - o Developing and maintaining customer and supplier relationships
    - o Service Level Agreements, contracts and supporting agreements
    - o Managing security, availability and continuity of services
    - o Establishing the true cost of providing a service
    - o Forecasting and managing the future IT infrastructure requirements
- ◊ Different approaches to using best practice and standards

Best practice, ISO/IEC 20000, and other related models

Best practice in IT service management describes the set of basic processes, their benefits and issues, required to operate and manage infrastructure and services effectively and efficiently.

It has been adopted worldwide by many organisations ranging from the largest global corporations to much smaller local companies in all areas of industry in both the private and public sectors.

ISO/IEC 20000 is the worldwide standard for IT Service Management. It is closely aligned with best practice and also contains management processes which will be familiar to organisations operating other quality standards such as ISO 9001, ISO/IEC 27001, etc.

There is also a coherent relationship with other models widely used in IT such as CoBIT, SOX, etc as well as the more general quality frameworks such as EFQM.

Presenter

The event will be presented by **IAN WHYTE.**

Ian has a wealth of knowledge and experience gained from many industry sectors.   His particular expertise is in implementing and auditing IT Service Management systems based on best practice and ISO/IEC 20000 principles, supporting IT infrastructures ranging from small companies and IT departments to the largest organisations in both public and private sectors throughout the world.

Based near Edinburgh, Ian is a popular speaker at industry seminars and conferences and an author and reviewer of service management related articles and publications.