

Course Description

IT Service Management (ITSM) Overview is intended to provide IT executives, managers, and practitioners with an introduction into the practice of ITSM. Increasingly, organizations are expecting their IT providers to focus first and foremost on providing customer value and to conduct their operation according to generally accepted best practices. This session covers the Terminology and concepts of ITSM.

Objectives

- What is ITSM, including its history, the various frameworks, and processes
- ITSM Benefits
- ITSM implementation, including organizational challenges, defining practices and processes, and selecting and implementing tools
- ITSM governance and continual improvement
- Common ITSM myths and challenges

Duration: This course is approximately 40 minutes in length.

Target Audience: ITSM Executives, Managers, and Practitioners Business Executives and Managers who need to understand the concepts and terminology of ITSM.

Course Material: Related course material can be accessed by clicking [here](#).

Prerequisites: None