

Scandinavian Academy Training Center

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Riyadh - Al Khaleej District - Sheikh Abdul Aziz Bin Abdul Rahman Bin Bishr Street - 13223 - Office No. 5 | P.O.BOX : 13224

Course: IT Service Management

Code	City	hotel	Start	End	price	Language - Hours
IT-670SA	Dammam	Hotel Meeting Room	2027-09-12	2027-09-16	9950 SR	En - 25

INTRODUCTION

Organisations the world over are facing an increasing dependence on their IT services in order to survive. There is an expectation that the IT Services not only support the current business activities effectively and efficiently, but also provide new, innovative and dynamic responses to their ever changing business requirements. As a consequence, Service providers can no longer just focus their attention on technology they need to consider the quality and consistency of the services they provide and develop a true partnership with their customers.
One of the responses to this challenge is to consider using ITIL® (IT Infrastructure Library) Service Management best practice which has now become a world de facto standard and is widely adopted across all business sectors. Service Management is about understanding business priorities, identifying how/where IT investment should be made and assessing the correct approach to establishing appropriate control over the IT infrastructure and the services that underpin its success.

WHO SHOULD ATTEND?

The IT Service Management programme is aimed at all levels of staff. There are no prerequisites for this event, although an awareness of IT issues and technologies will help with the understanding. Delegates will receive a broad introduction to the topics covered within ITIL V3 which can also be used as preparation for undertaking the official ITIL V3 Foundation Certificate examination if required

PROGRAMME OBJECTIVES

- To introduce delegates to IT Service Management (ITIL)
- To gain an understanding of the ITIL processes and activities covered in the ITIL core guide
- To understand the terminology and characteristics of good practice in ITIL
- To prepare delegates to apply the knowledge in the workplace
- To provide the foundation for further study

PROGRAMME OUTLINE

DAY 1

- Introductions
- Introduction to IT Service Management as a Practice
- The Service Lifecycle and Basic Concepts
- Service Strategy
- Financial Management
- Demand Management
- Service Portfolio Management

DAY 2

- Service Design
- Service Level Management
- Service Catalogue Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management
- Supplier Management

DAY 3

- Service Transition

- Change Management
- Service Asset & Configuration Management
- Release & Deployment Management
- Knowledge Management
- Service Operation
- Operational Functions:
- The Service Desk
- Technical Management
- Applications Management
- Operations Management
- Operations Control
- Facilities Management

DAY 4

- Service Operations continued
- Operational Processes
- Incident Management
- Problem Management
- Event Management
- Access Management
- Request Fulfilment Management

DAY 5

- Continual Service Improvement
- Technology, Tools and Architecture
- Course administration
- Course Closure

The Scandinavian Academy for Training Center adopts the latest scientific and professional methodologies in training and human resource development, aiming to enhance the efficiency of individuals and organizations. Training programs are delivered through a comprehensive approach that includes:

- Theoretical lectures supported by PowerPoint presentations and visual materials (videos and short films).
- Scientific evaluation of participants before and after the program to measure progress and knowledge acquisition.
- Brainstorming sessions and practical role-playing to simulate real-life scenarios.
- Case studies tailored to align with the training content and participants work nature.
- Assessment tests conducted at the end of the program to evaluate the achievement of training objectives.

Each participant receives the training material (both theoretical and practical) in printed form and saved on a CD or flash drive. Detailed reports, including attendance records, final results, and overall program evaluations, are also provided.

Training materials are prepared professionally by a team of experts and specialists in various fields. At the end of the program, participants are awarded a professional attendance certificate, signed and accredited by the Scandinavian Academy for Training Center.

Program Timings: 9:00 AM to 2:00 PM

The program includes:

- A daily buffet provided during the sessions to ensure participants comfort.
- A closing ceremony on the final day to distribute certificates and celebrate participants achievements.
- **Note: All prices are exclusive of 15% Value Added Tax (VAT).**

Our Success Partners

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