

ITIL® Service Level Management Course

ITIL (Information Technology Infrastructure Library®) is the worldwide standard for managing IT services. Both public and private organizations around the world are using ITIL processes to improve efficiency and effectiveness in IT services. This process brings both parties together to help ensure that service delivery is of a quality that the customer should expect and IT should seek to provide. Service Level Management is as frequently initiated from the business departments as it is from the IT department. In this course, students will learn the key elements required for successful Service Level Management. Students will learn where to begin, what documents are critical, how to establish an IT Service Catalog, establishing measurement criteria, and how to conduct service reviews.

Course attendees will:

- Gain an understanding of Service Level Management process theory
- Gain an understanding of implementation steps
- Define services for the Service Catalog
- Understand Service Level Requirements
- Create Service Level Agreements (SLA)
- Create Operational Level Agreements (OLA)
- Review underpinning contracts (UC)
- Understand the relationship between Service Level Management and the other ITIL processes

Duration of Course:

- 2 days, no exam

Intended Audience:

- Service Level Managers, Team Leaders, IT Support Managers, any staff involved in developing, implementing or supporting IT Services. Also, business staff and management with interest or responsibility in assuring delivery of IT service.



Prerequisites:

- ITIL Foundation or equivalent knowledge

Delivery Method:

- Classroom style – utilizing standard materials, digital projector, flipchart and interactive discussions

Paradigm provides comprehensive material to guide students through the ITIL Service Level Management Course. Our instructors are highly qualified in ITIL and the business of IT. Through lecture and moderated group discussions, our instructors deliver a rich learning experience and ensure a sound understanding of the terminology and knowledge base of ITIL. There is no examination for this course. Participants receive a certificate acknowledging their attendance.

For more information, please contact us:



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