



IT SERVICE MANAGEMENT

TRAINING & CERTIFICATION OVERVIEW

Good e-Learning

BUSINESS & IT PROFESSIONAL CERTIFICATION
VIRTUAL CLASSROOMS & E-LEARNING

The Domain of IT Service Management

A quick guide to Good e-Learning's IT Service Management courses and how they can help you and your organization

Related Frameworks:

ITIL®	CASM®	DevOps	DevSecOps
Change Mgmt	SRE	PRINCE2®	IT4IT™

Introduction: The Domain of IT Service Management

IT Service Management (ITSM) is the process of planning, creating, implementing, and continually improving IT services. ITSM helps to optimize a business and its use of IT, but it also informs and empowers high-level strategy.

Key Stakeholders in IT Service Management

Operations Manager	Service Desk Manager	Technology Operations Manager	Release Manager
IT Developer	IT Desktop Engineer	Site Support Specialist	Systems Analyst

What are the Business Benefits?

- **Optimization** – Helps standardize and optimize IT services and IT-powered business processes
- **Competitiveness** – Helps businesses stay on top of the competition and surpass client expectations
- **Continuous improvement** – Supports businesses in regularly reviewing and improving existing IT services to optimize the value they create
- **Strategy** – Digital and IT management are essential for reaching strategic business goals
- **Transparency** – Creates visibility of IT, allowing other parts of an organization to understand their roles and key functions – increasing stakeholder engagement and collaboration with other areas of a business



IT Service Management Training

- Certified Agile Service Manager (CASM)[®]
- ITIL[®] 4 Foundation
- ITIL[®] 4 Specialist: Create, Deliver & Support (CDS)
- ITIL[®] 4 Specialist: Drive Stakeholder Value (DSV)
- ITIL[®] 4 Specialist: High Velocity IT (HVIT)
- ITIL[®] 4 Strategist: Direct, Plan & Improve (DPI)
- ITIL[®] 4 Leader: Digital & IT Strategy (DITS)
- ITIL[®] 4 Managing Professional (MP) Transition
- ITIL[®] 4 Specialist: Sustainability in Digital & IT Strategy
- ITIL[®] 4 Specialist: Cloud Acquisition & Management
- The Rational IT Model[™] (TRIM) Foundation
- M_o_V[®] Foundation
- M_o_V[®] Practitioner

Related Training

- DevOps Foundation (DOFD)[®]
- DevOps Leader (DOL)[®]
- SRE Foundation (SREF)[®]
- SRE Practitioner (SREP)[®]
- DevSecOps Foundation (DSOF)[®]
- DevSecOps Practitioner (DSOP)[®]
- Change Management Foundation
- Change Management Practitioner
- PRINCE2[®] Foundation
- PRINCE2[®] Practitioner





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