



# IT Service Management

Training & Certification Overview

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# The Domain of IT Service Management

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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** – Provides Senior Leadership with Clarity when making strategic decisions.
- **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)<sup>®</sup>
- ITIL<sup>®</sup> 4 Foundation
- ITIL<sup>®</sup> 4 Specialist: Create, Deliver & Support (CDS)
- ITIL<sup>®</sup> 4 Specialist: Drive Stakeholder Value (DSV)
- ITIL<sup>®</sup> 4 Specialist: High Velocity IT (HVIT)
- ITIL<sup>®</sup> 4 Strategist: Direct, Plan & Improve (DPI)
- ITIL<sup>®</sup> 4 Leader: Digital & IT Strategy (DITS)
- ITIL<sup>®</sup> 4 Managing Professional (MP) Transition
- ITIL<sup>®</sup> 4 Specialist: Sustainability in Digital & IT Strategy
- ITIL<sup>®</sup> 4 Specialist: Cloud Acquisition & Management

## Related Training

- DevOps Foundation (DOFD)<sup>®</sup>
- DevOps Leader (DOL)<sup>®</sup>
- SRE Foundation (SREF)<sup>®</sup>
- SRE Practitioner (SREP)<sup>®</sup>
- DevSecOps Foundation (DSOF)<sup>®</sup>
- DevSecOps Practitioner (DSOP)<sup>®</sup>
- Change Management Foundation
- Change Management Practitioner
- PRINCE2<sup>®</sup> Foundation
- PRINCE2<sup>®</sup> Practitioner



Phone: : +44(0) 203 824 2817

Email: [sales@godelearning.com](mailto:sales@godelearning.com)

Website: [www.godelearning.com](http://www.godelearning.com)