



IT Service Management

Training & Certification Overview

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 organisation

Related frameworks:

ITIL®

DevOps

DevSecOps

SRE

PRINCE2®

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 optimise 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?

- ➔ **Optimisation**
Helps standardise and optimise 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 optimise the value they create
- ➔ **Strategy**
Provides senior leadership with clarity when making strategic decisions.
- ➔ **Transparency**
Creates visibility of IT, allowing other parts of an organisation to understand their roles and key functions – increasing stakeholder engagement and collaboration with other areas of a business

IT Service Management training

- ITIL® Foundation (Version 5)
- ITIL® Foundation Bridge (Version 5)
- ITIL® Collaborate, Assure and Improve (Version 5)
- ITIL® Monitor, Support and Fulfil (Version 5)
- ITIL® Plan, Implement and Control (Version 5)
- ITIL® Product (Version 5)
- ITIL® Service (Version 5)
- ITIL® Experience (Version 5)
- ITIL® Strategy (Version 5)
- ITIL® Transformation (Version 5)
- ITIL® AI Governance (Version 5)
- ITIL® Managing Professional Transition (Version 5)

Related training

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



About Omniplex Learning

GEL (Good eLearning) is a part of Omniplex Learning, a leading provider of digital learning and development solutions.

GEL blends subject-matter excellence with engaging learning design to help professionals achieve certifications, build confidence, and apply best practice in the real world.



Let's talk

 gelenquires@omniplexlearning.com

 +44 8000 850 550

 goodelearning.com