

How to Create an ITIL Service Desk and Incident Management Process (1223)

Price: \$2,195

Create your ITIL Service Desk and design standard operating practices to manage incidents for improved service quality, increased customer satisfaction, and increased IT staff efficiency.

Learn to establish your ITIL implementations with a Service Desk and ITIL-based Incident Management process in this course. Through a series of case studies, classroom discussions, and exercises, you will gain hands-on experience in designing an Incident Management process to manage incidents as they relate to customer activities and service guarantees and as part of an overall service support capability. You will design policies and procedures for restoring the availability and normal operation of IT services following an incident, and you will take away worksheets and templates that will enable you to quickly determine the policies and procedures needed to create your organization's Service Desk and Incident Management process.

What You'll Learn

- Develop your own ITIL-based Service Desk and Incident Management process
- Principles of Incident Management
- Major activities involved in the Incident Management process
- The role of Incident Management in a service desk operation
- How to design good practices, governance, and policies required for effective and efficient Incident Management
- Incident Management best practices
- Key considerations that can indicate success or failure
- Specialized techniques for managing staff as well as users and customers
- The key influencers
- The role self-service plays
- The important role of technology in Service Desk and Incident Management

Who Needs to Attend

- Anyone responsible for the design, implementation or improvement of a service support operation
- IT support staff, consultants, or service management professionals interested in managing service incidents
- Anyone who has taken an ITIL Foundation course
- Anyone responsible for an ITIL implementation
- Support Center, Service Desk, and Help Desk Managers
- IT Managers
- Those who have taken Practitioner on Service Desk and Incident Management or ITIL Practitioner Support and Restore (IPSR) will find this course particularly relevant, as those courses are the theory and exam prep, and this course helps you put into practice what you learned for the exam

Prerequisites

ITIL Foundation certification recommended

- ITIL® Foundation

Follow-On Courses

- Other ITIL in Action courses
- ITIL intermediate courses

Course Outline

1. Service Operation Review

- Introduction and Purpose of Service Operation

- Service Operation Principles and Models
- Event Management Process
- Incident Management Process
- Request Fulfillment Process
- Problem Management Process
- Access Management Process
- Service Desk Function
- Technical Management Function
- IT Operations Management Function
- Application Management Function
- Group Practical Exercise

2. Service Desk

- Roles of the Service Desk
- Benefits of a Service Desk
- Service Desk Organizational Structures and Considerations
- Specialized Service Desk Groups
- Environmental Considerations
- Staffing the Service Desk
- Measuring Service Desk Performance
- Good Communication
- Ownership of Data
- Group Practical Exercises

3. Incident Management

- Scope of Incident Management
- Value to Business of Incident Management
- Policies, Principles, and Basic Concepts
- Timescales
- Incident Models
- Major Incidents
- Major Incident Teams
- Process Activities, Methods, and Techniques
- Rules for Re-Opening Incidents
- Triggers, Inputs, and Outputs
- Information Management
- Incident Management Tools
- Metrics in Incident Management

- Contribution of Continual Service Improvement to Incident Management Metrics
- Challenges
- Critical Success Factors and Risks
- Incident Management Risks
- Incident Management Roles
- Group Practical Exercises

4. The Role of Problem Management

- Purpose, Goals, and Objectives of Problem Management
- Scope of Problem Management
- Business Value
- Policies, Principles, and Basic Concepts
- Process Activities, Methods, and Techniques
- Triggers, Input, and Output/Inter-Process Interfaces
- Problem Management Roles
- Group Practical Exercises

5. Technology Considerations

- Generic Requirements for ITSM Technology
- Self Help
- Workflow or Process Engine
- Integrated CMS
- Discovery, Deployment, and Licensing Technology
- Remote Control
- Diagnostic Utilities
- Reporting
- Dashboards
- Group Practical Exercise
- Integration with Business Service Management
- Evaluating Service Management Technology
- Challenges, Critical Success Factors, and Risks
- Planning and Implementing Service Management Technologies