



London TDM

Information Technology and Digital Transformation Training Courses

Course Venue: Malaysia - Kuala Lumpur

Course Date: From 02 November 2025 To 06 November 2025

Course Place: Royale Chulan Hotel

Course Fees: 6,000 USD

Introduction

Welcome to the "IT Service Management (ITSM) and ITIL Framework" course. This course is designed to provide IT professionals with the knowledge and skills necessary to effectively manage IT services using the ITIL framework. Over the next five days, you will explore key ITIL concepts, practices, and processes, and learn how to apply them to improve service management within your organization.

Objectives

- Understand the fundamental principles of IT Service Management (ITSM).
- Explore the ITIL framework and its core components.
- Learn about ITIL practices and their application in real-world scenarios.
- Gain insights into the lifecycle of IT services and continuous service improvement.
- Develop the skills to implement ITIL practices effectively within an organization.

Course Outlines

Day 1: Introduction to IT Service Management (ITSM) and ITIL

- Overview of ITSM and its importance in organizations
- Introduction to the history and evolution of ITIL
- Understanding ITIL's service lifecycle approach
- The relationship between IT and business service management
- Key ITSM terminology and concepts

Day 2: Service Strategy and Service Design

- Principles of ITIL Service Strategy
- Developing a service portfolio
- Financial management for IT services
- Understanding Service Design processes and tools
- Designing service level agreements (SLAs) and operational level agreements (OLAs)

Day 3: Service Transition and Service Operation

- Change management and release management processes
- Configuration management database (CMDB) essentials
- Incident and problem management practices
- Techniques for effective service desk operations
- Monitoring and event management

Day 4: Continual Service Improvement (CSI) and ITIL Practices

- Overview of the Continual Service Improvement process
- Using metrics and KPIs to drive improvement
- Implementing CSI models and approaches
- Engaging stakeholders in improvement initiatives
- Case studies of successful ITIL implementations

Day 5: Implementing ITIL in Your Organization

- Developing an ITIL implementation strategy
- Overcoming common implementation challenges
- The role of automation in ITIL processes
- Training and supporting staff in ITIL practices
- Preparing for ITIL certification exams