Integrated IT Service Management and Delivery Training Course

09 - 13 Nov 2026

Cape town

4600 € (Per Person)

Ref: #IT8149_263603

Course Introduction / Overview:

In today's service-oriented economy, IT is a critical component of every business operation, and delivering high-quality IT services is essential for success. This Integrated IT Service Management and Delivery Training Course is designed to equip professionals with methodologies to optimize service delivery and support. The program provides a deep dive into the core principles of IT Service Management (ITSM), including service desk operations, incident management, and problem resolution. We will explore how to align IT services with business needs and use frameworks like ITIL and COBIT to create an efficient and effective delivery service model. Participants will learn how to improve customer satisfaction, enhance service reliability, and reduce operational costs. The course is also grounded in the principles outlined in "ITIL 4: High-Velocity IT", which provides guidance on how to deliver fast, reliable services in a digital world. BIG BEN Training Center believes that mastering IT Service Management is a key factor in improving organizational performance and stakeholder trust.

Target Audience / This training course is suitable for:

- IT Service Managers.
- Service Desk and Help Desk Professionals.
- ITIL Practitioners.
- IT Operations Managers.
- Business Analysts.
- IT Project Managers.

Target Sectors and Industries:

- Technology and software.
- Financial services.
- Telecommunications.
- Retail and e-commerce.
- Government agencies and public sector.
- Healthcare.

Target Organizations Departments:

- IT Service Desk.
- IT Operations.
- Customer Support.
- Information Technology.
- Quality Assurance.
- Business Management.

Course Offerings:

By the end of this course, the participants will have able to:

- Implement an effective IT Service Management (ITSM) framework.
- Manage and resolve incidents and problems efficiently.
- Optimize service desk operations for better customer satisfaction.
- Aligning IT services with business objectives.
- Implement a change management process.
- Measure and report on service performance using key metrics.
- Improve service delivery and reduce operational costs.

Course Methodology:

The training methodology for this course at BIG BEN Training Center is highly practical and focused on real-world application. We use a combination of detailed case studies, collaborative workshops, and interactive sessions to explore common IT service challenges. Participants will engage in hands-on exercises where they will practice managing an incident, designing a service catalog, and creating a change management plan. Interactive sessions will encourage discussions on best practices and the latest trends in service automation and customer support. The course is designed to be a collaborative learning experience, preparing attendees to handle the complexities of modern IT service delivery with confidence. Our goal is to empower IT professionals to become strategic partners who can effectively manage IT services to deliver business value.

Course Agenda (Course Units):

Unit One: The Foundations of IT Service Management.

- Defining IT Service Management (ITSM).
- The ITIL framework and its key principles.
- The service value system.
- The four dimensions of service management.
- Aligning IT services with business needs.
- Understanding the service lifecycle.
- The role of the service desk.

Unit Two: Incident and Problem Management.

- The purpose of incident management.
- The incident management process.
- Major incident management.
- Defining problem management.
- The problem management process.
- Root cause analysis techniques.
- Integrating incident and problem management.

Unit Three: Change and Release Management.

- The purpose of changing management.
- The change management process.
- Types of changes and their handling.
- The role of the Change Advisory Board (CAB).
- Defining release and deployment management.
- The release and deployment process.
- Managing risk in changes and releases.

Unit Four: Service Level Management and Customer Satisfaction.

- The purpose of service level management.
- Developing and managing Service Level Agreements (SLAs).
- Key performance indicators (KPIs) for service delivery.
- Measuring and improving customer satisfaction.
- The service catalog and its importance.
- Continual service improvement.
- Report on service performance.

Unit Five: Strategic Service Management.

- Managing the human element of ITSM.
- Building a strong service-oriented culture.
- The role of automation and AI in ITSM.
- IT asset and configuration management.
- Financial management for IT services.
- Vendor and supplier management.
- The future of ITSM.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can IT leaders effectively balance the need for speed in service delivery with the crucial requirement for stability and control in a complex and ever-changing IT environment?

What unique qualities does this course offer compared to other courses?

This training course provides a holistic and practical approach to IT Service Management that goes beyond just the ITIL framework. While other programs may focus on a single aspect of ITSM, this curriculum integrates all key processes, from incident to change management, and places them within a strategic business context. We emphasize the critical role of ITSM in creating business value, using real-world case studies to illustrate how to navigate the complexities of service delivery and support. The course moves beyond theory to provide hands-on skills in all key areas, ensuring participants can confidently apply the principles immediately in their roles. BIG BEN Training Center's approach is to empower attendees to become strategic leaders who can optimize IT service delivery and improve customer satisfaction.