ITIL Framework for Network Service Management Training Course

23 - 27 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #NO4961_119030

Course Introduction / Overview:

This course provides a comprehensive exploration of the IT Infrastructure Library (ITIL) framework, specifically tailored for the complexities of modern network service management. In today's digitally-driven landscape, a stable, reliable, and efficient network is the backbone of business operations, and managing it effectively is paramount. This program moves beyond theoretical concepts to offer a practical roadmap for applying ITIL's globally recognized best practices to real-world network environments. Participants will learn how to align network operations with business objectives, enhance service quality, and optimize costs. Drawing upon the foundational principles of IT Service Management (ITSM), as detailed by thought leaders like Jan van Bon, this course demystifies the ITIL service value system. BIG BEN Training Center has designed this curriculum to empower professionals to manage the entire lifecycle of network services, from strategy and design to transition, operation, and continual improvement. By mastering these principles, attendees will be equipped to build a more resilient, responsive, and value-driven network infrastructure, transforming the IT department from a cost center into a strategic business partner.

Target Audience / This training course is suitable for:

- IT Managers and Team Leaders.
- Network Administrators and Engineers.
- Systems Administrators.
- IT Operations and Support Staff.
- Service Desk Managers and Analysts.
- IT Consultants and Project Managers.
- Infrastructure Architects.
- IT professionals seeking to understand ITIL best practices.

Target Sectors and Industries:

- Information Technology and Services.
- Telecommunications and Internet Service Providers.
- Banking, Finance, and Insurance.
- Healthcare and Pharmaceutical Industries.
- Government Agencies and Public Sector Organizations.
- Manufacturing and Engineering.
- Retail and E-commerce.
- Education and Research Institutions.

Target Organizations Departments:

- Information Technology Department.
- Network Operations Center (NOC).
- Infrastructure and Operations.
- Service Desk and Technical Support.
- Cybersecurity and Information Security.
- Change and Release Management.
- Project Management Office (PMO).
- Quality Assurance and Compliance.

Course Offerings:

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

- Comprehend the core concepts, principles, and models of the ITIL 4 framework.
- Apply ITIL service value system principles to network service management.
- Develop and manage effective Service Level Agreements (SLAs) for network services.
- Implement robust incident and problem management processes for network issues.
- Execute structured change and configuration management for network infrastructure.
- Utilize continual service improvement methods to optimize network performance and reliability.
- Align network strategy with overarching business goals and user requirements.
- Integrate ITIL practices with modern networking paradigms like cloud and SDN.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and practical, ensuring that participants can immediately apply their learning in the workplace. We move beyond traditional lectures to create a dynamic learning environment that fosters deep understanding and skill development. The course heavily relies on real-world case studies that reflect common challenges in network service management, allowing participants to analyze complex scenarios and devise effective solutions. Group discussions and collaborative workshops encourage the sharing of diverse experiences and perspectives. Practical exercises and simulations provide hands-on experience in applying ITIL processes, such as managing a major network incident or planning a significant network change. Our expert instructors facilitate these sessions, providing personalized feedback and guiding participants through the material. This blended approach of theoretical knowledge and practical application ensures a comprehensive learning experience that builds both competence and confidence in managing network services according to ITIL best practices.

Course Agenda (Course Units):

Unit One: Foundations of ITIL in a Network Context

- Introduction to IT Service Management (ITSM) and ITIL.
- The ITIL Service Value System (SVS).
- The Four Dimensions of Service Management.
- The ITIL Guiding Principles.
- Key terminology and concepts for network professionals.
- Understanding the role of network services in the value chain.
- Mapping business value to network operations.

Unit Two: Network Service Design and Strategy

- Service Strategy principles for network infrastructure.
- Service Portfolio and Service Catalog Management for network offerings.
- Service Level Management, SLAs, OLAs, and UCs.
- Capacity and Performance Management for network resources.
- Availability Management to ensure network uptime.
- IT Service Continuity Management for network resilience.
- Information Security Management in network design.

Unit Three: Service Transition for Network Infrastructure

- Change Enablement and control for network modifications.
- Service Asset and Configuration Management (SACM) and the CMDB.
- Release and Deployment Management for network updates.
- Service Validation and Testing before go-live.
- Knowledge Management for network support teams.
- Evaluating the impact of network changes on business services.
- Planning successful network transitions.

Unit Four: Mastering Network Service Operation

- Incident Management for network outages and performance degradation.
- Problem Management for root cause analysis of recurring network issues.
- Event Management and its link to network monitoring tools.
- Request Fulfillment for standard network service requests.
- Access Management for network resources and systems.
- The role of the Service Desk in network operations.
- Coordinating with the Network Operations Center (NOC).

Unit Five: Continual Improvement and Modern Integration

- The Continual Service Improvement (CSI) model.
- Key metrics and Key Performance Indicators (KPIs) for network services.
- Measurement, reporting, and creating improvement plans.
- Integrating ITIL with Agile and DevOps methodologies.
- Applying ITIL principles to Cloud Networking and IaaS.
- ITIL's role in Software-Defined Networking (SDN) and automation.
- The future of network service management.

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:

As network technologies evolve towards automation and software-defined models, how must the traditional ITIL processes adapt to remain relevant and effective in managing service value?

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

This course distinguishes itself by moving beyond a generic overview of the ITIL framework to focus specifically on its application within the complex and dynamic field of network service management. While many courses teach ITIL fundamentals, this program is meticulously designed for network professionals, addressing their unique challenges and operational realities. We bridge the gap between ITIL theory and the practicalities of managing routers, switches, firewalls, and cloud-based network infrastructure. The curriculum is enriched with case studies and scenarios drawn directly from real-world network operations, such as managing SLAs for critical applications, performing root cause analysis on intermittent connectivity issues, and planning complex network changes with minimal business disruption. Furthermore, the course is forward-looking, exploring how ITIL principles can be integrated with modern trends like network automation, DevOps, and Software-Defined Networking (SDN). Participants will not only learn the "what" and "why" of ITIL but also the "how" of applying it to build a more stable, efficient, and business-aligned network environment.