

ITSM Executive Overview Training from EMA



Quickly Get Your Executive Team Up-to-Speed on the Fundamentals of IT Service Management

Enterprise Management Associates (EMA) partners with itSM Solutions – an accredited courseware and training provider (ACP/ATP) – to deliver a variety of IT Service Management (ITSM) training solutions for IT professionals. We offer a full range of ITIL and ITSM training courses through a variety of flexible delivery options to meet virtually any budget. Whether you simply need to upgrade your own ITIL training, educate your executive management on the value of ITSM, or get your entire team ITIL certified, EMA has an offering to meet your needs.

ITSM Executive Overview Training

This hands-on training course is an inexpensive and effective way to introduce your executive management team to the concepts, relationships, and benefits of an IT Service Management program using well-accepted IT frameworks, methods, and standards. Two courses are available: a half-day “Introduction” course and a one-day “Exploring IT Service Management” course.

The half-day “Introduction” course introduces attendees to the IT Service Management Lifecycle and how ITSM processes contribute to building a quality IT infrastructure.

The one-day “Exploring IT Service Management” course discusses ITSM and its contribution to demonstrable IT service value, and introduces attendees to the IT Service Management process objectives, activities, relationships, benefits, and critical success factors.

Training Delivery Options

We offer our ITSM Executive Overview training courses through a variety of delivery vehicles to provide maximum flexibility in pricing, scheduling, venue, learning time, book delivery, travel and expense, and class size. Delivery options include:

- **Onsite Group Training** – Delivered at your location, this instructor-led, classroom-based, group mentoring solution incorporates an interactive curriculum and a live certified facilitator to help participants internalize the concepts of ITSM.
- **Web-Based Group Training** – Delivered at your location over the Internet, this virtual classroom-based, group mentoring solution incorporates an interactive curriculum and a live certified facilitator to help participants internalize the concepts of ITSM.
- **Online Mentored Learning** – This online, one-on-one mentoring solution incorporates a video-based curriculum and a live certified mentor to help participants internalize the concepts of ITSM.

MORE INFORMATION:

To learn more about scheduling ITSM Executive Overview training for yourself or your team, please contact the EMA Business Development Team at enterpriselT@enterprisemanagement.com or 303.543.9500.



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Course Outline

Curriculum	Duration	
	1/2 day	1 day
ITSM Concepts	X	X
ITIL V3 Concepts	X	X
Service Strategy	X	X
Service Design	X	X
Service Transition	X	X
Service Operations	X	X
Service Improvement	X	X

Who Should Attend

Senior IT and business executives, IT management, staff, consultants, project managers, business liaisons, and others interested in learning about IT Service Management.

Prerequisites

None

Exam

None

Reference Material

Each attendee will receive a workbook

Learn More

Contact the EMA Business Development Team at enterpriseIT@enterprisemanagement.com or +1.303.543.9500 to learn more about scheduling an onsite group, Web-based group, or online mentored learning course for ITSM Executive Overview training today!

About EMA

Enterprise Management Associates (EMA) is a leading industry analyst and consulting firm dedicated to the IT management market. We provide IT vendors and enterprise IT professionals with objective insight into the real-world business value of long-established and emerging technologies, ranging from security, storage and IT Service Management (ITSM) to the Configuration Management Database (CMDB), virtualization and service-oriented architecture (SOA). Learn more about our research services, our free online IT Management Solutions Center, and our IT consulting offerings at: www.enterprisemanagement.com