

How to Create an ITIL Service Desk and Incident Management Process

GK2792



Delivery Type: Classroom

Duration: 4 days

Overview

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.

Pre-Requisites

- ✓ ITIL Foundation certification recommended
- ✓ ITIL® Foundation

Objectives

- ✓ 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

Target Audience

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.

Follow on Courses

- ✓ Our ITIL Workshop courses
- ✓ ITIL intermediate courses