

**COMET CERTIFIED INFORMATION TECHNOLOGY
INFRASTRUCTURE PROCESS MANAGEMENT
(ITIPM)
COURSE BROCHURE**

Overview

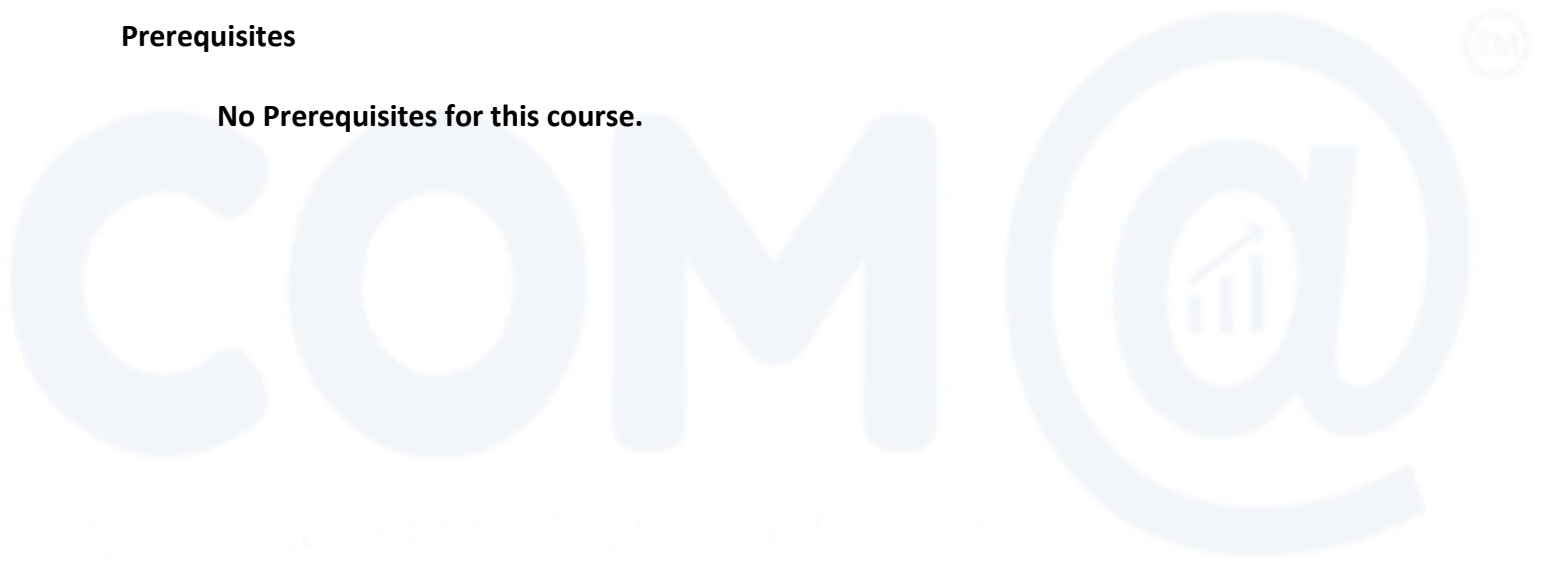
This course is designed to create the awareness and make the IT Professionals strong in the Process management which will help in carrying out the Operational activities in a successful manner. This helps to Stabilize the operations, Measure the Metrics, Improve the customer satisfaction and Reduce the Total cost of ownership (TCO).

Audience Profile

IT Professionals, IT Support Staff, Application teams, Project and Business Managers, PMO Teams and Any member of an IT team involved in the delivery of IT Services can take up this course for their career progression.

Prerequisites

No Prerequisites for this course.



- 1. Explaining the key concepts of Service Management**
- 2. Explain how the Process Management helps an organization to improve Service Management**
- 3. Four Dimensions of Service Management**
- 4. Service Value System Purpose and Components**
- 5. Service Value Chain and its interconnectivity with other system**
- 6. Understanding the Key Process Management Practices**

- a. Information Security Management
- b. Relationship Management
- c. Supplier Management
- d. IT Asset Management
- e. Monitoring & Event Management
- f. Release Management
- g. Service Configuration Management
- h. Deployment Management
- i. Continual Improvement Management
- j. Change Enablement
- k. Incident Management
- l. Problem Management
- m. Service Request Management
- n. Service Desk
- o. Service Level Management

7. 7 Practices in Process Management System

- a. Continual Improvement
- b. Change Enablement
- c. Incident Management
- d. Problem Management
- e. Service Request Management
- f. Service Desk
- g. Service Level Management



Our Students Testimonials

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