

TI159

PROCESS MANAGEMENT

ITIL® 2011: POLESTAR Simulations for IT Service Management (ITSM)

DURATION
1 DAY**REGULAR FEE**
0 \$**PREFERENTIAL FEE**
0 \$

Objectives

The service management simulation provides fast-paced scenarios of the challenges faced by organizations and encourages the establishment of partnerships between the IT and business departments. The simulations offer exciting and realistic scenarios in which participants can join together and experiment with service management.

Targeted audience

Anyone involved in IT service provision or support.

Prerequisite

None.

Content

- Interactive simulation scenarios on IT service management based on business organizations and roles
- Overview of service management concepts during the simulations: design, transition, operation and continual improvement of services

Legal Note

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