

Corporate Readiness Certificate.



SYLLABUS

Service Management with Agile the IBM Way Stream

[Number of hours: 16 h]

DESCRIPTION OF THE COURSE

The course will cover the essentials of Service Management. The program is aligned to ITIL's best practices and based on standards developed by IBM Service Management. The lectures will be covered with accordance to Agile methodology commonly used in IBM.

IBM has structured this program to help you train on various skill sets necessary for deciding whether you would like to work for this corporation and which sector to choose. The scope of the projects in Service Management that one can work on is huge. You get to know experienced trainers, who will make all of them more comprehensible. The course provides an opportunity to invest your studying time in your future career! Once you pass the final exam you will obtain a Corporate Readiness Certificate and become a high-potential job candidate.

Most important, the program will let you discover yourself and plan your career right!

REQUIREMENTS

- Fluent English in speech and writing
- Good communication and negotiation skills
- General knowledge about Project Management Methodology
- Analytical thinking

- Time management, setting priorities
- Knowledge of basic concepts of service delivery
- Knowledge of business processes

REQUIRED BACKGROUND

Good knowledge of English

PASSING CRITERIA

To successfully complete this course, attendee must actively participate in the course and complete final assessment.

CONTENT & LITERATURE

The trainers will use presentations and handbooks developed for the CRC academic initiative as well as printed case studies presenting real life examples.

TECHNICAL REQUIREMENTS FOR UNIVERSITY

Classroom

Projector

Whiteboard

COURSE OVERVIEW

<p>Agile Methodology</p> <ol style="list-style-type: none"> 1. The values and principles of Agile
<p>ITIL Introduction</p> <ol style="list-style-type: none"> 1. ITIL history 2. ITIL overview 3. ITIL principles <p>ITIL Service Life Cycle – Intermediate modules overview</p> <ol style="list-style-type: none"> 1. Service Strategy 2. Service Design 3. Service Transition 4. Service Operation 5. Continual Service Improvement
<p>Incident Management</p>

6. 1.Incident Management basic concepts and value added to the business.
7. What is an Incident?
8. Policies & Principles
9. Tools (technology consideration)
10. Interfaces with other processes
11. Summary – Incident Manager role

Change Management

1. Change Management Process and Objectives
2. Practical Exercises
3. Service lines, career at IBM

Service Delivery Account Management

1. Corporate work culture in a multinational company
2. Service Delivery Account Management Overview
3. Development opportunities in IBM

Quality in IT processes

Problem Management

2. Goal of Problem Management
3. Basic Concepts of Problem Management
4. Roles & Responsibilities
5. Critical Success Factors & Key Performance Indicators

Final Exam