

Course overview:

ITIL Service Level Management

(C2609eng)



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Overview and objectives

Information Technology Infrastructure Library (ITIL) was developed in England in the 1980's for the Central Computer and Telecommunications Agency (CCTA), an agency of the British Government. By collecting the best practices from top companies, the CCTA established a best practice process framework called ITIL, which includes a description of how to organize service management within an organization. All the companies who contributed their best practices then adopted this guide.

This 2-day course will encourage all employees to participate in the success of their companies by aligning IT services with the current and future needs of the business and its customers, improving the quality of the IT services delivered, and reducing the long term costs of service provisions.

Target audience

Lower to Middle management

Employees who support Service Level Management

Course prerequisites

Students should have at least 1 - 2 years of IT experience and have attended the 'ITIL Foundations' course.

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Course content

Why Is There A Need For Service Level Management

Goal For SLM

Scope For SLM

Service Level Management Basic Concepts

Service Level Management Benefits

Service Level Management Potential Problems

Service Level Management Costs

Possible Problems Associated With Service Level Management

Establishing Initial Planning Activities

Monitoring The Process

Discover What The Initial Perception Is Of The Service

Verify Underpinning Contracts And Operational Level Agreements

Creating a service catalogue

Managing Customers Expectations

Service Level Agreement Structure

Introduction • Service hours • Availability • Reliability • Support • Throughput • Transaction response time • Batch turn around time • Change • IT Service Continuity and Security • Charging • Service Reporting and reviewing • Introduction of new services

Identifying Service Level Requirements

How To Word an SLA

Agreement From All Parties

Monitoring The On Going Process

Reviewing Operational Level Agreements and Underpinning Contracts

Establishing Reporting And Review Procedures

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[Tell Everyone About The SLA & The Process](#)

[Monitoring The SLA & Reporting The Findings](#)

[Service Level Management Meetings](#)

[Establishing A Service Improvement Program](#)

[Maintaining The SLM Process](#)

[Constructing An SLA](#)

[Performance Indicators](#)

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