ITSM Academy
Key Concepts Series

...in our classrooms - or yours!

Public	Corporate	Courseware Licensing

ITSM
ACADEMY

...educate & inspire®

Key Concepts Course Series include:

- Instructor-led training, discussion and planning facilitation
- Learner Manual (excellent post-class reference)
- Topic Specific Reference Card
- Participation in Interactive **GAME ON! Experience®**
- Learner Personal Action Plan
- Access to additional sources of information and communities

Slated as 2 hours, we often schedule for 3 or 4 hours. The longer the delivery time-frame, the more our instructor can facilitate conversations, create parking lots, etc.

KEY CONCEPTS

XLA and AI coming soon!

ITIL 4 Key Concepts

Introduces ITIL 4 and its role in the delivery of modern IT services. Key concepts are covered at a high-level along with practical tips for transitioning to ITIL 4.

Learning Objectives - A high-level understanding of:

- ITIL 4 – Why ITIL Needed to Evolve
- Key Concepts of Service Management
- Four Dimensions of Service Management
- The ITIL Service Value System
- The ITIL Service Value Chain
- ITIL Practices
- ITIL Guiding Principles
- Summary
- Transitioning to ITIL 4

DevOps Key Concepts

Introduces the goals, objectives, benefits, achievements and practices in a DevOps environment; and relationship between DevOps and SM frameworks, such as ITIL.

Learning Objectives: Learner will have:

- Learned the business value of improving the flow between Dev and Ops
- Acquired a high-level understanding, including cultural, practical and automation aspects
- Discussed the benefits and results realized by organizations adopting DevOps
- Explored the relationship between DevOps, Agile, Lean and service management (SM)
- Gained insight into preliminary steps for building a DevOps environment

Agile Service Management Key Concepts

Provides a high-level overview of Agile Service Management – the application and integration of Agile thinking into service management processes and process design projects. Agile SM practices are critical in organizations that want to deliver better products faster and more reliably; particularly those organizations that are adopting DevOps.

Learning Objectives - The learning objectives of this course include a high-level understanding of:

- Gaining a high-level understanding of Agile SM
- Understanding its core vocabulary, principles and practices
- Learning about Agile SM roles, artifacts and events
- Understanding how Agile SM interfaces with IT Service Management (ITSM), Agile (Scrum) and Lean

Value Stream Mapping Key Concepts

Briefly introduces basic Lean concepts with a focus on value stream mapping, a Lean tool used to document, analyze and improve flow. Mapping a value stream creates a visual representation of how the current end-to-end process works and helps to identify and minimize waste and constraints.

Learning Objectives - During this class, learners acquire a practical understanding of:

- Basic Lean concepts
- Basic value stream concepts
- The elements and parts of a value stream map
- The value stream mapping process (high-level overview)
- How to identify waste and barriers to flow
- How to create a plan of action

"Whenever there is customer demand there is a value stream.

The challenge lies in seeing it."

ITSM Academy

We are a female owned small business, established in 2004. Our extensive catalog includes accredited and sustainable ITIL®, DevOps, Process Design (CPDE), Agile Service Management, Value Stream Mapping (VSM) and Customer Experience (XLA) training and education.

Our business values are founded on trust, loyalty, professionalism and long term relationships.

Instructors

Every ITSM Academy instructor is certified to the highest levels in the areas they train. They have years of hands-on IT practitioner experience, enabling them to effectively intertwine theory and real-life stories and scenarios. Using the highest quality content, this engaging training style encourages active group participation, allowing all learners to bring from class a wealth of practical knowledge.

Accreditations

All of ITSM Academy's Certification Courseware is developed in-house and is accredited by independent, international organizations.

Game On! - Interactive Learning

Involves students in active learning, using the engaging qualities of a game, fueled by our Subject Matter Expertise.

Courseware Licensing

In addition to our public and corporate/onsite training, our Courseware - *which we develop in-house* - is available for licensing under our flexible Licensing Program, including Train-the-Trainer (for qualifying organizations).

my.itsmacademy.com

Portal - extends the classroom experience for our learners and provides everything our authorized trainers need to prepare for and teach our classes.

Professional Education Hours (PDUs/CPEs/CEUs):

ITSM Academy is recognized by PMI® as a Global Registered Education Provider (R.E.P.). Attendees earn Continuing Professional Education (CPE) hours which can be reported to PMI or to organizations such as ISACA.

Read More

The Story of the Academy

Today, ITSM Academy is widely recognized for its expertise in multiple IT frameworks (ITIL, DevOps, Agile Service Management, Lean) and, more importantly, how they work together. But that's not where we started.

The founders of ITSM Academy "grew up" in