

# Service Level Management

## Providing IT Services to meet Business Requirements



CONAN GROUP  
Translating Business Strategy into Action

**Here's how to provide cost justifiable IT services and service levels to meet business requirements...**

### Course Overview

Described as the hinge for service support and delivery in an IT organisation, Service Level Management (SLM) is the process that manages the quality of IT service delivery between customers and IT.

Based on world best practice as outlined in the IT Infrastructure Library (ITIL), this course provides you with a framework to define the processes, procedures, policies and roles to ensure effective Service Level Management.

Beginning with defining your services in an IT Service Catalogue, this course will walk you through how to identify service costs, how to create Service Level Agreements that the business understands, how to translate business IT service requirements into IT speak through Operational Level Agreements and how to ensure that external service providers are aligned with your service requirements.

The focus of this course will be on how a Service Improvement Program can underpin the implementation of SLM metrics and measurements to ensure that services are being delivered according to business expectations.

### Course Format

Building on best practice theory, this course focuses on the design and execution of a Service Level Management process being implemented into an IT organisation.

Complemented by a series of interactive role-plays and presentations, the course finishes with a one-hour multiple choice exam providing participants that receive a pass rate of 50% with Conan Group Service Level Management Certification.

### Learn 7 ways to immediately improve your IT service levels ...

- ↓ How to create and maintain an IT Service Catalogue that helps your customers understand what you can deliver to them – in business terms!
- ← How to define, negotiate and report on Service Level Agreements that the business can understand.
- How to determine the IT services required by business to meet their needs.
- ↑ What role underpinning contracts and Operational Level Agreements with external & internal service providers play in service delivery.
- ↓ How to create a Service Improvement Plan to continuously deliver services aligned to business requirements.
- ← How to meet and manage the expectations of your customers through monitoring of KPI's and metrics.
- How to reduce adverse impacts of changes on the quality of services and SLA's.

### Who should attend this course?

Anyone looking to improve their IT operations and service delivery!

Some of our past participants have included:

- IT Directors, IT Managers, IT Operations Managers, IT Team Leaders.
- Network Support Managers, Network Managers, Application Development Managers, Systems Managers, Helpdesk Managers.
- Process Managers, IT Service Managers.
- IT Consultants, Service Delivery Managers, Service Providers in Infrastructure & Operations Mgmt.
- IT Project Managers, IT Program Managers
- Employees responsible for: Help Desk, Problem Management, Change Mgmt, Configuration/Asset Mgmt, Release Mgmt, Service Level Mgmt, Availability Mgmt, Capacity Mgmt, Financial Mgmt and IT Service Continuity Management
- IT infrastructure management employees

### 2005 Course Dates

3<sup>rd</sup> March  
1<sup>st</sup> June  
22<sup>nd</sup> July  
7<sup>th</sup> September

### Our price guarantee!

So that you can focus on the many benefits that Conan Group can deliver as your local ITSM training and consultancy provider, our pricing policy allows us to respond to genuine offers of price reduction by our competitors. That way you can be assured that we will ALWAYS deliver you the best value for money proposition.

