ITIL® 4 Practitioner: Service Level Management

Category: Infrastructure & IT Operations | **Vendor:** PeopleCert

Duration: 8.00 hours (1 days) **6.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format:	Instructor Led - Online
Certification:	ITIL® 4 Practitioner: Service Level Management
Related Exam:	ITIL® 4 Practitioner: Service Level Management

Course Overview

Our ITIL® 4 Practitioner: Service Level Management training course offers several benefits to individuals, teams and organisations, including but not limited to: Improved Service Quality: Service Level Management is about ensuring that IT services meet agreed-upon standards and align with business needs. Enhanced Customer Satisfaction: By understanding how to design, negotiate, and manage Service Level Agreements (SLAs), practitioners can improve the customer experience. Efficient Resource Allocation: Service Level Management helps in optimising the allocation of resources to meet service requirements while avoiding overallocation. Alignment with Business Objectives: ITIL® 4 Practitioner: Service Level Management emphasises aligning IT services with the business's strategic objectives. Risk Reduction: A well-managed Service Level Management process can help in identifying and mitigating risks. Measurable Performance: ITIL® 4 Practitioner: Service Level Management provides the tools and techniques to measure, monitor, and report on service performance. Professional Growth: For individuals, acquiring ITIL® 4 Practitioner: Service Level Management certification can enhance career prospects.

About This Course

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- **Enhanced Customer Satisfaction**: By understanding how to design, negotiate, and manage Service Level Agreements (SLAs), practitioners can improve the customer experience.
- **Efficient Resource Allocation**: Service Level Management helps in optimising the allocation of resources to meet service requirements while avoiding overallocation.
- **Alignment with Business Objectives**: ITIL® 4 Practitioner: Service Level Management emphasises aligning IT services with the business's strategic objectives.
- **Risk Reduction**: A well-managed Service Level Management process can help in identifying and mitigating risks.
- **Measurable Performance**: ITIL® 4 Practitioner: Service Level Management provides the tools and techniques to measure, monitor, and report on service performance.
- **Professional Growth**: For individuals, acquiring ITIL® 4 Practitioner: Service Level Management certification can enhance career prospects.

Our training package includes the following materials:

- Handouts
- A Full Official Course Manual
- ITIL® 4 Official Core Guidance (eBook Format)
- Live Exams
- Mock-Examination
- Exercises
- Exam Voucher

Who Should Attend

Our ITIL® 4 Practitioner: Service Level Management training course is suitable for the following roles:

- Service Level Managers
- IT Service Managers
- Service Desk Managers
- IT Operations Managers
- Change Managers
- Service Owners
- IT Project Managers
- IT Professionals Aspiring for Service Management Roles
- Service Improvement Practitioners
- IT Consultants
- Individuals responsible for ensuring that IT services meet the expectations and requirements of the organisation and its customers, and for those who are committed to improving service quality and performance.

Prerequisites & Entry Requirements

General Prerequisites:

The ITIL® 4 Foundation certificate

Learning Outcomes

Upon successful completion of this course, participants will be able to:

Our ITIL® 4 Practitioner: Service Level Management training course will teach you to become proficient in the following:

- The key concepts of the practice.
- The processes of the practice.
- The roles and competences of the practice.
- How information and technology support and enable the practice.
- The role of partners and suppliers in the practice.
- How the ITIL® capability model can be used to develop the practice.
- The recommendations for the practice success.

Detailed Course Outline

Our ITIL® 4 Practitioner: Service Level Management training course covers the following Modules:

Module 1: The key concepts of the practice

1.1. Explain the purpose of the practice

1.2 Describe the PSFs & key metrics of the practice

1.3. Explain the key terms/concepts:

a) service quality

b) service level

c) service level agreement

d) utility, warranty, experience

Module 2: The processes of the practice

2.1 Describe inputs and outputs of the processes

2.2 Describe the key activities of the processes

2.3 Know how to integrate the practice in the organisation’s value streams

Module 3: The roles and competences of the practice

3.1 Describe the responsibilities of the key roles of the practice:

a) service owner

b) service level manage

3.2 Know how to position the practice in the organisational structure

Module 4: How information and technology support and enable the practice

4.1 Explain the tools application

4.2 Apply the recommendations on automation

Module 5: The role of partners and suppliers in the practice

5.1 Explain the dependencies of the practice on third parties

5.2 Explain how partners and suppliers can support the practice

Module 6: How the ITIL® capability model can be used to develop the practice

6.1 Explain how capability criteria support the practice capability development

Module 7: The recommendations for the practice success

7.1 Understand the recommendations for service level management success and how they are supported by the ITIL® guiding principles

Certification Path

ITIL® 4 Practitioner: Service Level Management

Exam: ITIL® 4 Practitioner: Service Level Management

Additional Course Details

Nexus Humans ITIL® 4 Practitioner: Service Level Management training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the ITIL® 4 Practitioner: Service Level Management course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

Frequently Asked Questions

Q: What delivery options are available for ITIL® 4 Practitioner: Service Level Management?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: What certification does this course prepare me for?

The ITIL® 4 Practitioner: Service Level Management course helps prepare you for the ITIL® 4 Practitioner: Service Level Management certification path.

Q: Which exam does this course prepare me for?

This course prepares you for the ITIL® 4 Practitioner: Service Level Management official exam. You can take this exam at any exam center across United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online wherever you are located.

Q: How many CPD hours does this course provide?

The 1-day ITIL® 4 Practitioner: Service Level Management course provides up to 6.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the ITIL® 4 Practitioner: Service Level Management training?

The training takes place over 1 day(s), with each day lasting approximately 8.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for ITIL® 4 Practitioner: Service Level Management?

Yes, we provide corporate training, dedicated training, and closed classes for ITIL® 4 Practitioner: Service Level Management. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for ITIL® 4 Practitioner: Service Level Management?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your ITIL® 4 Practitioner: Service Level Management training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

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