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## IT Service Management

### Management and Governance of Practices, Products, and Services

Learn in just one day how to manage and govern your service management ecosystem.

This course is part of a set of additional training courses on the ITIL® framework. This training is delivered in the form of a workshop, allowing students to combine learning and application of the principles in cases similar to real organizational contexts.

#### COURSE OBJECTIVES

Be able to understand the roles of the process owner, process manager, and service owner, as advocated by ITIL®. They will be defined in the face of daily activities up to maintenance and continuous improvement of the process.

#### TARGET AUDIENCE

Any person responsible for implementing, maintaining, and improving one or more ITIL® practices or responsible for the delivery of products and services.

#### COURSE STRUCTURE

This course includes a series of interactive readings (75%) supplemented by an exercise carried out in class followed by group discussions (25%), allowing the content covered during the training to be put into practice.

#### CLASS SIZES

12 participants maximum.

#### ACCREDITATION

The course does not provide ITIL credits or PDUs.

#### LANGUAGE

The course and course materials are in French.

#### PREREQUIS

A good knowledge of ITIL® is desirable. Knowledge of service management concepts is required.

#### LITERATURE (included)

Course materials.

#### REVIEW

This course does not include an exam.

#### COURSE CONTENT

- Practice, product, and service owner roles
- Practice Owner
  - Understand the role, responsibilities and skills needed
  - Understanding contribution according to the 4 ITIL dimensions
  - Understand the management mechanisms and activities required throughout the life cycle of a practice
  - Distinctions with the Practice Manager(s)
- Product Owner
  - Understand the role and responsibilities, the skills needed
  - Understand the management mechanisms and activities required throughout the life cycle of a product
- Service Owner
  - Understand the role, responsibilities and skills needed
  - Understanding contribution according to the 4 ITIL dimensions
  - Understand the management mechanisms and activities required throughout the lifecycle of a service
  - Service Level Manager Distinctions
- Understand how each role will interact with the other roles and how they will contribute to service governance
- Process Control Indicators and Practice
- Audits and process verification
- Communication
- Intra- and inter-practice/service meetings
- IT Governance Principles
- Continuous Service Improvement Framework