

Applied Service Management workshop

HK634X

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| HPE course number | HK634X |
| Course length | Customizable |
| Delivery mode | ILT, VILT |
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Why HPE Education Services?

- IDC MarketScape leader 4 years running for IT education and training*
- Recognized by IDC for leading with global coverage, unmatched technical expertise, and targeted education consulting services*
- Key partnerships with industry leaders OpenStack®, VMware®, Linux®, Microsoft®, ITIL®, PMI, CSA, and (ISC)2
- Complete continuum of training delivery options—self-paced eLearning, custom education consulting, traditional classroom, video on-demand instruction, live virtual instructor-led with hands-on lab, dedicated onsite training
- Simplified purchase option with HPE Training Credits

The Applied Service Management Workshop (ASMW) provides instruction and guidance for applying ITSM concepts and implementing processes – based on ITIL® best practices – within a customer’s IT organization. The workshop focuses on specific customer goals and objectives, and builds a custom implementation solution, based on industry best practices, for achieving the customer’s goals. The ASMW pairs the customer with an experienced HPE ITIL Expert to plan and create a customized roadmap for the implementation of an ITIL-based process or capability within a customer’s organization.

Audience

Any IT staff, system and/or network administrators, managers and/or executives who are responsible for the delivery of IT services in an organization and want to learn how to move from theory to practical application for results.

Course objectives

Customers may use the Applied Service Management Workshop to:

- Increase service quality
- Improve communication and coordination
- Reduce operating costs
- Reduce time to deliver service changes

Detailed Course Outline

Workshop Scope

- Created with the assistance of an HPE ITIL Expert, a clearly defined scope of work will be developed for the customer's improvement project.

ASMW examples

- Defining a service catalog
- Improving a change management process
- Reducing downtime for major incidents
- Creating Service Level Agreements

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