



HP Education Services Course Description

Applied Service Management Workshop (HK634X)

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 HP 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.

Prerequisites

- Participants that have just completed ITIL Foundation training course (HF421S or HF422S) or individuals that have previously obtained one or more ITIL certifications.

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

Benefits to you

The benefits of an Applied Service Management Workshop are:

- Solutions developed by the customer, overseen by an IT Expert
- ITIL Expert ensuring all aspects of process and/or capability design are considered

Course title:	Applied Service Management Workshop
HP product number:	HK634X
Category/Subcategory:	ITSM / ITIL®
Course length:	Customizable on-site sessions
Level:	Customizable
Delivery language:	English
To order:	You can register your interest for this course online at http://www.hp.com.au/education . At the site, select the course under ITIL portfolio and you will see dates for the course. Register your interest for the date of your choice.

- Increased buy-in and acceptance by IT staff
- Better coordination and documentation of process activities

Why education services from HP?

- Focus on job-specific skills
- Experienced and best-in-the-field HP instructors

- Hands-on practice
- Customized on-site delivery
- Comprehensive student materials
- Online instructor-led and self-paced training at <http://www.hp.com/learn>
- More than 80 training locations worldwide
- State-of-the-art classroom facilities

Detailed course outline

Workshop Scope

- Created with the assistance of an HP 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

For more information

To locate contact information and to learn more about education services, please visit our web site at <http://www.hp.com.au/education>.

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