



Applied Service Management Workshop Series HK634S

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.

Applied Service Management Workshop Series

Price	To purchase, call 800-HPCLASS (800-472-5277)
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Links to local schedules, pricing and registration	US/Canada Mexico/Latin America Brazil
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HP course #	HK634S
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Category	ITIL
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Duration	2 days
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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
- Increased buy-in and acceptance by IT staff
- Better coordination and documentation of process activities

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

Learn more at

[**hpe.com/us/training/itil**](http://hpe.com/us/training/itil)

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