IT Service Management Training

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| **IT Service Management** |

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| [**ITIL® Orientation Series**](https://www.careeracademy.com/page/ITILOri_Series) |
| * Course 01 - ITIL’s Lifecycle Approach to IT Service Management
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| [**ITIL® Foundation Series**](https://www.careeracademy.com/page/ITIL_Series) |
| * Course 01 - Course Introduction
* Course 02 - Introduction to ITSM
* Course 03 - Continual Service Improvement
* Course 04 - Service Operation
* Course 05 - Service Transition
* Course 06 - Service Design
* Course 07 - Service Strategy
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| [**ITIL® Practitioner Series**](https://www.careeracademy.com/page/ITILPrac_Series) |
| * Course 01 - Course Introduction
* Course 02 - ITSM Continual Improvement
* Course 03 - Principles Themes
* Course 04 - OCM
* Course 05 - Communications
* Course 06 - Metrics
* Course 07 - CSI Approach
* Course 08 - Integrate CSI
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| [**ITIL® Continual Service Improvement Series**](https://www.careeracademy.com/page/ITILCSI_Series) |
| * Course 01 - Course Introduction
* Course 02 - Continual Service Improvement
* Course 03 - 7-Step Improvement Process
* Course 04 - Reporting, Methods & Technology
* Course 05 - CSI Organization & Implementation
 |
| [**ITIL® Managing Across the Lifecycle Series**](https://www.careeracademy.com/page/ITILMALC_Series) |
| * Course 01 - Course Introduction
* Course 02 - Introduction to Managing Across the Lifecycle
* Course 03 - Stakeholder Management & Communication
* Course 04 - Process Integration
* Course 05 - Managing Services Across the Lifecycle
* Course 06 - Governance
* Course 07 - Measurement
* Course 08 - Implement & Improving
 |
| [**ITIL® Operational Support & Analysis Series**](https://www.careeracademy.com/page/ITILOSA_Series) |
| * Course 01 - Course Introduction
* Course 02 - Introduction to Operational Support & Analysis
* Course 03 - Service Operation Processes
* Course 04 - OSA Common Activities
* Course 05 - Service Operation Functions
* Course 06 - Organize & Implement
 |
| [**ITIL® Planning, Protection & Optimization Series**](https://www.careeracademy.com/page/ITILPPO_Series) |
| * Course 01 - Course Introduction
* Course 02 - Planning, Protection & Optimization
* Course 03 - PPO Processes
* Course 04 - Organize & Implement
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| [**ITIL® Release, Control & Validation Series**](https://www.careeracademy.com/page/ITILRCV_Series) |
| * Course 01 - Course Introduction
* Course 02 - Release, Control & Validation
* Course 03 - RCV Processes
* Course 04 - Organizing & Technology
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| [**ITIL® Service Offerings & Agreements Series**](https://www.careeracademy.com/page/ITILSOA_Series) |
| * Course 01 - Course Introduction
* Course 02 - Service Offerings & Agreements
* Course 03 - SOA Processes
* Course 04 - Organizing, Technology & Implementation
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| [**ITIL® Service Design Series**](https://www.careeracademy.com/page/ITILSD_Series) |
| * Course 01 - Course Introduction
* Course 02 - Service Design
* Course 03 - Service Design Activities
* Course 04 - Service Design Processes
* Course 05 - Technology, Organization & Implementation
 |
| [**ITIL® Service Operation Series**](https://www.careeracademy.com/page/ITILSO_Series) |
| * Course 01 - Course Introduction
* Course 02 - IT Service Lifecycle Service Operation
* Course 03 - Service Operation Processes
* Course 04 - Common Service Operation Activities
* Course 05 - Service Operation Functions
* Course 06 - Technical Considerations
 |
| [**ITIL® Service Strategy Series**](https://www.careeracademy.com/page/ITILSS_Series) |
| * Course 01 - Course Introduction
* Course 02 - Service Strategy
* Course 03 - Services & Strategy
* Course 04 - Service Strategy Processes
* Course 05 - Organizing & Sourcing
* Course 06 - Implementation
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| [**ITIL® Service Transition Series**](https://www.careeracademy.com/page/ITILST_Series) |
| * Course 01 - Course Introduction
* Course 02 - Service Transition
* Course 03 - Service Transition Processes
* Course 04 - Common Service Transition Activities
* Course 05 - Structure, Technology & Implementation
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| [**RESILIA™ Foundation Awareness Components (itSM751) Series**](https://www.careeracademy.com/page/RESILIAFd_Series) |
| * Course 01 - Introduction to RESILIA™ Foundation
* Course 02 - Introduction to Cyber Resilience
* Course 03 - Risk Management
* Course 04 - Managing Cyber Resilience
* Course 05 - RESILIA™ Foundation Summary
 |
| [**RESILIA™ Practitioner Awareness Components (itSM761) Series**](https://www.careeracademy.com/page/RESILIAPr_Series) |
| * Course 01 - Introduction to RESILIA™ Practitioner
* Course 02 - Think Different
* Course 03 - Risk Management
* Course 04 - CSI Approach to Becoming Cyber Resilient
* Course 05 - RESILIA™ Practitioner Summary
 |
| [**COBIT 5 Foundation v1.0 Series**](https://www.careeracademy.com/page/COBIT5Fd_Series) |
| * Course 01 - Course Introduction
* Course 02 - Overview and Key Features of COBIT 5
* Course 03 - COBIT 5 Principles
* Course 04 - COBIT 5 Enablers
* Course 05 - Implementation Guidance
* Course 06 - Process Capability Model and COBIT 5 Summary
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