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 |
| [**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 |
| [**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 |
| [**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 |
| [**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 |
| [**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 |
| [**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 |
| [**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 |