

IT Service Management Essentials for Government Course (Self-Paced)

Learn the service management practices that keep government IT running, from the service desk to continual improvement.

Group classes in Live Online and onsite training is available for this course. For more information, email onsite@graduateschool.edu or visit: <https://www.graduateschool.edu/courses/it-service-management-for-government-course-self-paced>



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Course Outline

Module 1: What IT Service Management Is

- Lessons:
 - IT Service Management as a Practice, Not a Product
 - Where ITIL Fits, and Where It Does Not Define the Field
 - Core ITSM Vocabulary: Services, Requests, and Value
 - ITSM in a Government IT Environment
- Applied activity: Learners review a short scenario in which a government IT office adopts several ITSM practices without formally adopting ITIL and explain why that is a valid, common approach.

Module 2: The Service Desk and Incident Management

- Lessons:
 - The Service Desk as the Front Door
 - What Counts as an Incident
 - The Incident Management Lifecycle
 - Prioritization: Impact, Urgency, and Escalation
- Applied activity: Learners review three short, described incident tickets and assign each a priority based on stated impact and urgency, then decide which one should escalate.

Module 3: Change Management and Problem Management

- Lessons:
 - Why Changes Need a Managed Process
 - Standard, Normal, and Emergency Changes
 - From Incidents to Problems: Root Cause
 - Known Errors and Preventing Repeat Incidents

- Applied activity: Learners review a short scenario describing a recurring incident and determine whether it should be escalated to problem management, then identify the type of change, standard, normal, or emergency, needed to fix the underlying cause.

Module 4: Service Catalogs, SLAs, and Continual Improvement

- Lessons:
 - What Belongs in a Service Catalog
 - Service Level Agreements: What They Actually Promise
 - Continual Improvement: Small, Ongoing Change
 - Putting the Practice Together
- Applied activity: Learners review a short, described SLA and a support ticket's actual response and resolution times, then determine whether the SLA was met and what a continual improvement action might address if it was not.