COURSE SYLLABUS

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 (Live Online) and onsite training are 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.