APPLICATION MANAGEMENT SUPPORT

SERVICE DELIVERY.
CONTINUOUS IMPROVEMENT.
SLA MONITORING & REPORTING.

Application Management Support

Application Management Support is a long-term engagement with clients, providing their users with support and continuous improvement. This engagement is driven by ITIL standards and processes. This program will cover the ITIL Book of Knowledge and additional topics that are relevant for practitioners viz. reporting techniques, FTE calculations, operational performance indicators, service credits process et al.

PARTICIPANT PROFILE

Graduates with an interest in building their careers in service delivery.

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