

Enterprise Service Management Practitioner Course

Course learning outcomes

At the end of the program, the learner will be able to:

- a) Define a service
- b) Draft a service catalogue
- c) Acknowledge the roles and responsibilities of process and service owners
- d) Introduce process and service governance
- e) Distribute resource costs to services in order to define the cost to provide a service
- f) Calculate the cost of major incidents
- g) Adopt, optimise and mature a process
- h) Conduct stakeholder mapping
- i) Conduct value stream mapping
- j) Understand the principles of cross-functional working
- k) Work less reactively and more proactively and pre-emptively.