

Service Management

Learn essential service management skills with this entry-level ITSM training by Keith Barker. Understand service management concepts, the service value system, governance, and continual improvement. Perfect for onboarding project managers, team training, or as a reference resource. Enhance your IT and business strategy skills with this comprehensive service management course.

[CBT Nuggets course material](#) →

WEEK 1

Service Management Key Concepts

153 min.

Introducing Service Management	4
Value and Value Co-Creation	3
Providers, Consumers, and Other Stakeholders	6
Products and Services	4
Service Relationships	6
Outcomes, Costs, and Risks	6
Utility and Warranty	5

Four Dimensions of Service Management

Overview	1
Organizations and People	3
Information and Technology	3
Partners and Suppliers	5
Value Streams and Processes	6
External Factors	3
Four Dimensions Review	3

Service Value System

Overview	1
Service Value System Overview	6
Service Management Guiding Principles Overview	5
Focusing on Value	5
Starting Where You Are	4
Progressing Iteratively with Feedback	6
Collaborating and Promote Visibility	6
Thinking and Working Holistically	5
Keeping it Simple and Practical	6

Optimizing and Automating	8
Guiding Principles Summary	3
Governance	3
Service Value Chain	5
Continual Improvement	6

General Management Practices

Overview	1
Intro and Overview of Management Practices	5
Continual Improvement	8
Information Security Management	5
Relationship Management	4

WEEK 2

150 min.

Supplier Management	5
Architecture Management	3
Knowledge Management	2
Measurement and Reporting	6
Organizational Change Management	5
Portfolio Management	4
Project Management	3
Risk Management	6
Service Financial Management	2
Strategy Management	3
Workforce and Talent Management	4

Service Management Practices

Overview	1
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Service Management Practices	2
Change Control	8
Incident Management	8
Problem Management	6
Service Desk	6
Service Level Management	8
Service Request Management	6
IT Asset Management	5
Monitoring and Event Management	4
Release Management	4
Service Configuration Management	5
Availability Management	6
Business Analysis	4
Capacity and Performance Management	4
Service Catalog Management	3
Service Continuity Management	5
Service Design	3
Service Validation and Testing	5

Technical Management Practices

Overview	1
Deployment Management	4
Platform Management	2
Software Development and Management	4