



CUNIX

Presents Training in MUMBAI IT Service Management (ITSM)

(18th February, 2017)

COURSE DETAILS

Introduction

This course introduces the principles and core elements of IT Service Management (ITSM) based on ISO 20000 standard.

Program Objectives

- Main objective of this course is to familiarize individuals with the various best practices of IT Service Management.
- Understand how IT Service Management (ITSM) can help various organizations.

Values and Benefit

The program will enable participants to understand, conceptualize, design and implement the best practices of IT Service Management.

Competency Enhancement

- Increased understanding of IT Service Management and ISO 20000 standard.
- Increased Competency to apply the best practices of IT Service Management and ISO 20000 in different kind of organizations.

Course Material

On the day of the course, participants will receive a copy of course notebook with copies of the course slides.

Methodology

- Lead faculty presentation and facilitation.
- Participant led brainstorming.
- Case studies and exercises.
- Interactive and rigorous Q & A.
- Discussion to satisfy students needs in their work environments.
- Sharing industry best practices

Who Should Attend?

- Product developers
- Process implementers
- QA, SEPG members
- Auditors
- Consultants
- Anyone interested

Training Venue :

Cunix Infotech Pvt Ltd
C-171,1st floor, Akurli Industrail Estate,
Akurli Road, Kandivali East, Mumbai - 400101

REGISTRATION DETAILS:

Investments

IT Service Management (ITSM) - 1 day - Rs. 3900 + 15% S.Tax per participant

Cheque

Payments to be made in favour of “**CUNIX Consultants**”, payable at Mumbai

NEFT

CUNIX Consultants

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