PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: IT Service Reporting Workshop	**Course Duration**: 2.0 Days
Exam: Not Included	**Exam Type**: No Exam
Qualification: A Certificate Of Attendance will be sent to you via email after you have completed the training course	

Course Syllabus

Our IT Service Reporting Workshop will cover the following topics:

- Reporting against services/service levels
- Creating meaningful and useful service reports
- Service reporting as a driver for continual service improvement
- Reporting media/media types
- Leading practice in report structure and formats
- Hierarchical reporting
- Defining appropriate recipients and reporting frequency

Course Overview

IT Service Reporting is a key aspect of managing your IT Services. It is an opportunity to demonstrate that targets are being hit, or where services are not being hit what is being done to ensure that they will be hit in the future.

Our two-day IT Service Reporting Workshop will teach you all of the aspects of IT Service Reporting from how to get started to more advanced techniques to address ever-growing challenges of growing service complexity, breadth of integration and customer demand.

Course Learning Outcomes

The IT Service Reporting process reports on the results achieved both operationally and strategically. It also reports on any developments related to Service Level Agreements such as hitting various targets, like availability.

Audience

Our IT Service Reporting Workshop is perfect for anyone wanting to improve their IT Service Reporting capabilities.

Entry-Level Requirements

There are no entry-level requirements for our IT Service Reporting Workshop.

Recommended Reading

There is no recommended reading associated with our IT Service Reporting Workshop.

What's Included

A full set of materials will be provided for our IT Service Reporting Workshop including:

- A Comprehensive Workshop Folder
- Hand-Outs
- Quick Reference Guides

Exam Information

There is no formal examination or certificate associated with our IT Service Reporting Workshop.

What's Next

Our three-day ITIL® 4 Foundation training course is the starting point in your ITIL® 4 certification journey and is the prerequisite for the ITIL® 4 Managing Professional (MP) and ITIL® 4 Strategic Leader (SL) training courses.

Our ITIL® 4 Foundation training course is for anyone who needs to understand the key concepts of IT and digital service delivery, and who is interested in helping their organisation embrace the new service management culture.

Additional Information

Often IT Service Reporting is implemented as an afterthought to a Service Review meeting, and not seen as an opportunity to increase customer satisfaction and manage their expectations. Why not take full advantage of this opportunity to communicate with your customers?