PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: IT Service Delivery Manager 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 Delivery Manager Workshop will cover the following topics:

- The role of the Service Delivery Manager
- Scope of the role
- Acting as a bridge between customer and operational delivery teams
- Collaborating with senior management
- Key Responsibilities (core) and other
- Service Quality
- End to end service
- Value Chains and Value Networks
- The Customers perspective
- Business Value
- Utility and Warranty of a service
- Value for Money
- Perceptions
- Policies and Procedures
- Escalation procedures
- Governance (The importance of compliance)
- What processes are involved in the SDM role
- Service Level Management
- SLAs and OLAs
- Business Relationship Management
- Incident Management
- Problem Management
- Change Management
- Other process interfaces
- Sales and Account Management
- Supplier Management and Subcontractors
- Financial Management
- Skills and Competencies (the required skill set)
- Customer Service Management
- Building relationships
- Sponsoring and managing meetings
- Achieving SLA targets
- Performance Management
- Communication
- Getting things done, and making things happen

- Communicating across organisational boundaries – from engineers through to senior managers
- Verbal communication
- Written communication
- Presentations
- Monitoring
- Service Reporting
- Service Level Reports
- Service Achievement Reports
- Balanced Scorecards
- ‘At a glance’ and RAG reports
- Automation
- Negotiation
- Positional and principled negotiation
- Influencing skills
- Contracts and agreements
- The Internal Customer
- The external Customer
- Techniques and Methods
- On-boarding new customers
- Customer Satisfaction
- Removing all obstacles to customer satisfaction and / or financial performance
- Measuring satisfaction levels
- Measuring perceptions
- Complaints and complements
- Complaint Handling
- Working with operations teams to identify and manage service improvement activities
- Opportunities, Challenges and Risks
- Self Service opportunities and challenges
- Continual Service Improvement
- SIPs (Service Improvement Plans)
- CSIP (Continual Service Improvement Plan)
- The CSI process
- The CSI Register
- Continual Professional Development
- The future of the SDM role
- Your future

Course Overview

The role of the Service Delivery Manager has been around for decades. Over this period with changes to technology and the way services are delivered, changing customer relationships and expectations the role has obviously grown in complexity and responsibility.

Until now there has been little to no formal training for the Service Delivery Manager.

Our two-day IT Service Delivery Manager Workshop is based upon a mixed set of generic Service Delivery Manager roles and responsibilities, which will obviously vary from organisation to organisation.

Course Learning Outcomes

Our IT Service Delivery Manager Workshop will cover all aspects of IT Service Delivery Management from how to get started to more advanced techniques to address ever-growing challenges of ever-increasing service complexity, breadth of integration and customer demand.

Our IT Service Delivery Manager Workshop will also take you from understanding your customers need to actual service delivery and ongoing support. We will cover current 'Best Practice' frameworks and methodologies and also key communication and negotiation skills and techniques.

Audience

Our IT Service Delivery Manager Workshop is suitable for anyone currently working as a Service Delivery Manager, supervising a number of Service Delivery Managers or anyone aspiring to move into a Service Delivery Manager role. Those wanting to improve their general SDM skills and capabilities will also find our IT Service Delivery Manager Workshop extremely useful.

Entry-Level Requirements

There are no entry-level requirements for IT Service Delivery Manager Workshop, however an understanding of basic IT terminology and current IT Best Practice would be an advantage.

Recommended Reading

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

What's Included

A full set of materials will be provided for our IT Service Delivery Manager 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 Delivery Manager Workshop.

What's Next

We recommend the following courses after the Service Delivery Manager Workshop:

- Four-day ITIL® 4 Leader: Digital & IT Strategy (DITS) training course
- Three-day ITIL® 4 Strategist Direct, Plan & Improve (DPI) training course

Please not the ITIL 4 Foundation certificate is prerequisite for these courses.

Additional Information

Our IT Service Delivery Manager Workshop is suitable for those working in Managed Service Providers with commercial customers and also those working in internal IT teams with internal and external customers, also not for profit organisations.