PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: IT Service Asset & Configuration Management Masterclass	**Course Duration**: 1.0 Day
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 Asset & Configuration Management Masterclass will cover the following topics:

- What is Service Asset and Configuration Management
- What are the benefits of having a CMDB / CMS
- The Service Asset and Configuration Management process down to activity level
- The importance of planning and design
- Process interfaces and dependencies, especially Change Management
- Techniques and methods we can use to manage the CMDB
- Roles and responsibilities
- The technology
- An implementation roadmap
- Status Accounting – The CI lifecycle
- Metrics, KPIs and reporting
- Keeping the CMDB up to date
- Verification and Audit
- How to communicate the benefits
- Implementation
- Ongoing continual service improvement
- Current and future challenges

Course Overview

Most organisations are unlikely to have a Configuration Management Database (CMDB) in place let alone a Configuration Management System (CMS). Many organisations struggle with the sheer complexity and never get started, others start and then fail to maintain accuracy so people lose confidence.

Our one-day IT Service Asset & Configuration Management Masterclass will cover everything to do with Service Asset and Configuration Management from design and development through to implementation and improvement.

Course Learning Outcomes

By the end of this masterclass, participants will acquire a comprehensive understanding of IT Service Asset & Configuration Management principles and practices. They will be proficient in establishing and maintaining an accurate and reliable Configuration Management System (CMS) that supports decision-making, ensures compliance, and contributes to effective service management.

You may only get one attempt at getting Service Asset and Configuration Management right, so it is vitally important that you fully understand your organisational requirements for holding configuration data, the benefits it will bring to your organisation, and how to create and maintain a CMDB/CMS and then maintain it long term.

If you attend no other training course this year, you must attend our IT Service Asset & Configuration Management Masterclass. A CMDB should be the foundation on which you build all of your other service management processes, not a bolt-on or an afterthought.

Audience

Our IT Service Asset & Configuration Management Masterclass is suitable for anyone who would like a better understanding of the Service Asset and Configuration Management process.

Entry-Level Requirements

There are no formal entry-level requirements for our IT Service Asset & Configuration Management Masterclass.

Recommended Reading

There is no recommended reading associated with our IT Service Asset & Configuration Management Masterclass.

What's Included

Our IT Service Asset & Configuration Management Masterclass includes digital course manuals and hand-outs.

Exam Information

There is no formal examination or certificate associated with our IT Service Asset & Configuration Management Masterclass.

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

Our IT Service Asset & Configuration Management Masterclass will be flexible for different levels of expertise, from novice practitioners up to experienced specialists.