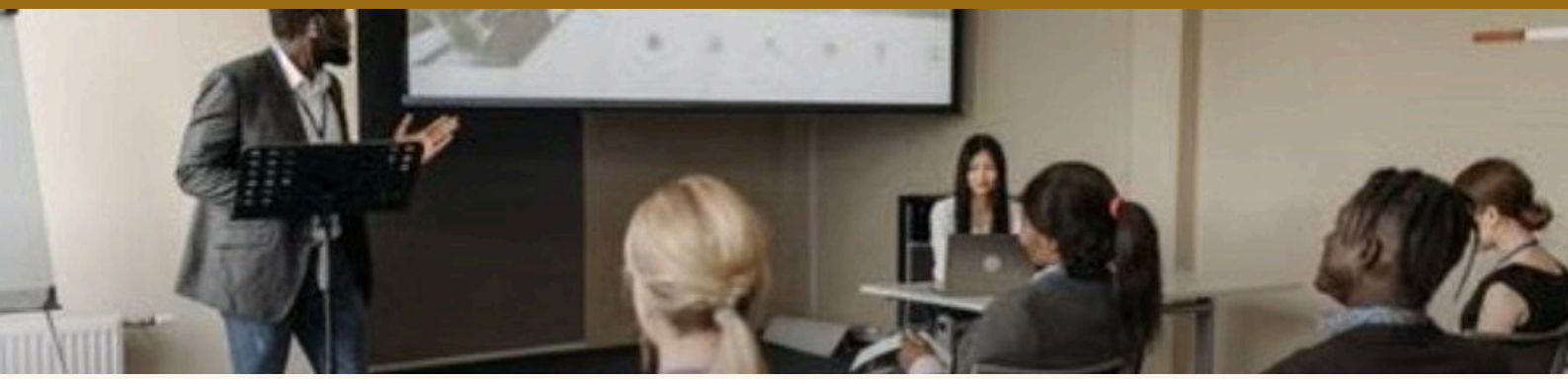


SEYA CAPITAL
INSIGHT.STRATEGY.GROWTH

INFORMATION & COMMUNICATION TECHNOLOGY

IT Service Management (ITSM) Professional Certificate Programme

Delivering High-Quality IT Services, Enhancing Customer Value & Driving Operational Excellence

SECTOR	FORMATS	FEE FROM	2027 SESSIONS
Information & Communication Technology	5 days & 2 weeks	US$ 2,100	3

OVERVIEW

About this course

In today's technology-driven business environment, organisations depend on reliable, efficient, and customer-focused IT services to support operations, innovation, and strategic growth. Effective IT Service Management (ITSM) ensures that technology services are aligned with business objectives, customer expectations, governance requirements, and operational performance standards.

The Seya Capital IT Service Management (ITSM) Professional Certificate Programme equips participants with the knowledge, frameworks, methodologies, and practical skills required to design, deliver, manage, improve, and govern IT services throughout their lifecycle. The programme incorporates internationally recognised ITSM best practices, including ITIL principles, service delivery excellence, process optimisation, performance management, service governance, and continual improvement.

Participants will gain practical experience in managing IT services, improving customer satisfaction, reducing operational risks, enhancing service quality, and delivering measurable business value through effective service management.

2027 SCHEDULE

Dates, venues & fees

DATES	VENUE	FORMAT	FEE PER DELEGATE
1 – 5 Feb 2027	Zanzibar, Tanzania	5 days	**US$ 2,100**
8 – 19 Feb 2027	Singapore	2 weeks	**US$ 6,660**
15 – 19 Feb 2027	Singapore	5 days	**US$ 3,700**

Fees exclude travel and accommodation. This course is also available in-house, on dates and at a venue of your choice.

HIGHLIGHTS

What you will learn

- IT Service Management principles and frameworks
- ITIL service lifecycle and best practices
- Service strategy, design, transition, and operation
- Incident, problem, and change management
- Service desk and customer support management
- Service level management and SLA development
- IT governance and service performance management
- Service continuity and availability management
- IT risk management and service resilience
- Continual service improvement methodologies
- Digital service management and automation
- Customer experience and service excellence
- Participants will explore practical applications including:
- Service Catalogue Development
- SLA Design and Monitoring
- Incident and Problem Management Processes
- Service Desk Performance Reviews
- Change Management Planning
- IT Service Risk Assessments
- KPI and Dashboard Development
- Service Improvement Planning
- Business Continuity Integration
- Customer Experience Enhancement
- ITSM Maturity Assessments
- Enterprise ITSM Framework Development

OBJECTIVES

By the end of the course

By the end of this programme, participants will be able to:

- Understand the principles and foundations of IT Service Management.
- Apply ITSM frameworks to improve service delivery and operational efficiency.
- Design and implement effective service management processes.
- Improve customer satisfaction through quality service delivery.
- Manage incidents, problems, changes, and service requests effectively.
- Develop and manage service level agreements (SLAs).

- Improve service monitoring, measurement, and reporting capabilities.
- Strengthen IT governance and risk management practices.
- Implement continual service improvement initiatives.
- Align IT services with organisational objectives and business needs.

WHO SHOULD ATTEND

Designed for

IT Service Managers | Service Desk Managers | IT Operations Managers | ICT Managers | Systems Administrators | IT Support Professionals | Network Administrators | Change Managers | Incident and Problem Managers | IT Governance Professionals | Project Managers | Business Continuity Professionals | Technology Consultants | Professionals responsible for service delivery and operational excellence

PROGRAMME

Course outline

Day 1: Foundations of IT Service Management

- Introduction to IT Service Management
- ITSM Concepts and Principles
- Understanding ITIL Framework
- Service Value System (SVS)
- Service Lifecycle Management
- Service Culture and Customer Focus
- Business Alignment and Value Creation

Day 2: Service Design and Service Transition

- Service Design Principles
- Service Catalogue Management
- Service Level Management
- Availability and Capacity Management
- Change Enablement and Change Management
- Release and Deployment Management
- Service Transition Best Practices

Day 3: Service Operations and Support Management

- Service Desk Operations
- Incident Management
- Problem Management
- Request Fulfilment
- Event Management
- Knowledge Management
- Service Monitoring and Reporting

Day 4: IT Governance, Risk and Service Performance Management

- IT Governance Principles
- IT Service Risk Management
- Service Performance Measurement
- Key Performance Indicators (KPIs)
- Service Reporting and Dashboards
- Compliance and Audit Considerations
- Business Continuity and Service Resilience

Day 5: Continual Improvement and Digital Service Management

- Continual Improvement Model
- Service Optimisation Strategies
- Customer Experience Management
- Digital Service Transformation
- IT Automation and Emerging Technologies
- ITSM Maturity Assessment
- Capstone IT Service Management Improvement Project

METHODOLOGY

How you will learn

This highly interactive programme combines:

- Expert-led presentations
- ITSM process workshops
- Service management case studies
- Incident and problem management simulations
- Service improvement exercises
- Service desk management scenarios
- Group discussions and collaborative learning
- SLA development workshops
- Performance measurement exercises
- Capstone ITSM implementation project

Participants will gain practical exposure to designing, operating, evaluating, and improving IT service management functions.

IMPACT

The return on learning

For your organisation

- Improve quality and consistency of IT service delivery
- Enhance customer satisfaction and user experience
- Improve service availability and operational performance
- Reduce service disruptions and operational risks
- Enhance incident and problem resolution capabilities
- Strengthen IT governance and accountability
- Improve service performance monitoring and reporting
- Optimise utilisation of technology resources
- Enhance business continuity and operational resilience
- Support digital transformation and innovation initiatives

For you

- Develop professional IT Service Management competencies
- Strengthen ITIL and service management knowledge
- Improve service delivery and customer support capabilities
- Enhance operational and process management skills
- Improve performance measurement and reporting expertise
- Strengthen leadership and decision-making capabilities
- Enhance career opportunities in IT operations and service management
- Build expertise in digital service delivery and governance

CERTIFICATION

Seya Capital certificate

Upon successful completion of the programme, participants will be awarded the prestigious:

Seya Capital Professional Certificate in IT Service Management (ITSM)

Recognising professional competence in IT Service Management, ITIL best practices, service delivery, service desk management, incident and problem management, change enablement, service performance management, customer experience management, continual service improvement, and digital service transformation.

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Register or enquire

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