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ITIL INCIDENT MANAGEMENT WORKSHOP

Day 1:- Understanding Incident Management Process in-depth.

**Day 2:- Incident Management - Policy, Process, Procedure and work Instructions document writing.
Practical exercise writing the above documents.**

WORKSHOP DETAILS

Day 1:- Trainer would teach the basics of Incident Management in detail as per the syllabus stated by Axelos. In depth explanation would be provided by the trainer to make sure the attendees understand and apply practically on the job.

Day 2:- The Trainer would explain the difference between Policy, Process, Procedure and Work instruction document. Writing the documents which will be followed by practical exercise in Incident Management.

WORKSHOP TIMINGS

Day 1:- 10:00 AM to 3:00 PM (Weekdays/Weekends/In-house/Live Instructor-led online)

Day 2:- 10:00 AM to 3:00 PM (Weekdays/Weekends/In-house/Live Instructor-led online)

WORKSHOP PREREQUISITES

None

ITIL Foundation class/certificate is recommended

WORKSHOP AUDIENCE

IT professionals interested in understanding the content and concepts of Incident management Process in detail, relationship to other ITIL Processes and to write the policy, process and procedure.

WORKSHOP FEES

Fees Per Student:- \$650 AUD + GST

Materials include - Sample Policy, Process, Procedure document

