

Courses



Stream:	Service Management with Agile the IBMWay
Partner:	IBM
Description:	The course will cover the essentials of Service Management. The Program is aligned to ITIL's best practices and based on standards developed by IBM Service Management. The lectures will be covered with accordance to Agile methodology commonly used in IBM.
Place:	Classrooms in WSB Wrocław
Time:	8 courses (1 per week); 1,5 h – 2h each course
Subjects:	<ul style="list-style-type: none">• AGILE Methodology• ITIL Introduction. ITIL Service Lifecycle• What is ITSM? Principles, objectives, roles & responsibilities• Service Manager Role• Incident Management• Change Management• Problem Management• Service Lines, career at IBM
Entry Exam:	<ul style="list-style-type: none">• ITIL, Lean, IT Methodology fundamentals.
Nice to have:	<ul style="list-style-type: none">• Communication skills,• Analytical think• Time Management