Role-Based Training Solutions: Service Management

To help professionals learn on-the-job skills that will propel your business forward, Dell Technologies has compiled a list of our recommended training courses for job roles surrounding Service Management.

Availability Manager

The Availability Manager is responsible for defining, analyzing, planning, measuring, and improving all aspects of the availability of IT services. They are responsible for ensuring that all IT infrastructure, processes, tools, roles etc. are appropriate for the agreed service level targets for availability.

Recommended Training for Availability Managers
Certified Information Security Systems Professional (CISSP)
COBIT 2019 Foundation
CompTIA Security+ Certification
ITIL 4 Foundation
ITIL 4 Specialist Create, Deliver and Support (CDS)

Service Continuity Manager

The Service Continuity Manager is responsible for managing risks that could seriously impact IT services. He ensures that the IT service provider can provide minimum agreed service levels in cases of disaster, by reducing the risk to an acceptable level and planning for the recovery of IT services.

Recommended Training for Service Continuity Managers

COBIT 2019 Foundation
Certified Information Security Systems Professional (CISSP)
CompTIA Security+ Certification
ITIL 4 Foundation
ITIL 4 Specialist Create, Deliver and Support (CDS)

Supplier Relationship Manager

This role is responsible for being the interface between the IT department and third-party suppliers of assets and services, who are external to the organization. This role may exist in a procurement or supply chain function and be seconded to IT.

Recommended Training for Supplier Relationship Managers
CompTIA Security+ Certification
ITIL4 Foundation
ITIL 4 Managing Professional - Drive Stakeholder Value (DSV)
ITIL 4 Specialist Create, Deliver and Support (CDS)

Project Manager

In IT Service Management, the Project Manager's role is to define and maintain the service provider's project management standards and to provide overall resources and management of IT projects. This role is actively involved in the work of the service design, as well as the service transition stages of the service lifecycle.

Recommended Training for Project Managers
COBIT 2019 Foundation
ITIL 4 Foundation
ITIL 4 Managing Professional - Drive Stakeholder Value (DSV)
ITIL 4 Specialist Create, Deliver and Support (CDS)
ITIL 4 Strategist Direct Plan and Improve (DPI)
Project Management Professional (PMP) Certification Preparation Course

Service Level Manager

The Service Level Manager is responsible for negotiating Service Level Agreements and ensuring that these are met. They make sure that all IT Service Management processes, Operational Level Agreements, and Underpinning Contracts are appropriate for the agreed service level targets.

Recommended Training for Service Level Managers
COBIT 2019 Foundation
DevOps Foundation
ITIL 4 Foundation
ITIL 4 Managing Professional - Drive Stakeholder Value (DSV)
ITIL 4 Specialist Create, Deliver and Support (CDS)