

Day - 1

- **Introduction to Observability**
 - Overview of Service Management and its importance
 - Service management frameworks, including ITIL and ISO 20000
 - Service Management roles and Responsibilities
- **Service Strategy**
 - Understanding the Service Strategy phase of the Service Lifecycle
 - Service Portfolio Management
 - Financial Management for IT Services
- **Service Design**
 - Understanding the Service Design phase of the Service Lifecycle
 - Service Level Management
 - Capacity Management
 - Availability Management
 - IT Service Continuity Management
- **Service Transition**
 - Understanding the Service Transition phase of the Service Lifecycle
 - Change Management
 - Release and Deployment Management
 - Knowledge Management

Day - 2

- **Service Operation**
 - Understanding the Service Operation phase of the Service Lifecycle
 - Incident Management
 - Problem Management
 - Event Management
 - Request Fulfillment
 - Access Management
- **Continual Service Improvement**
 - Understanding the Continual Service Improvement phase of the Service Lifecycle
 - Continual Service Improvement Model
 - Service Measurement and Reporting
 - Service Improvement Techniques
- **Exam Preparation**
 - Review of key concepts and processes
 - Sample exam questions and practice exam
 - Q&A and wrap-up