

IT Service Management
သင်တန်းအမှတ်စဉ် (၀၆၀၃/၀၁၀၂/၂၄-၂၅)

သင်ကြားပို့ချပေးမည့်အကြောင်းအရာများ

- Chapter 1. Introduction to ITSM
- Chapter 2. Introduction to ITIL
- Chapter 3. Service Operation
- Chapter 4. Service Design & Service Transition
- Chapter 5. Continual Improvement
- Chapter 6. ITSM Tools and Techniques
- Chapter 7. Compliance and Risk Management
- Chapter 8. Customer and User Experience
- Chapter 9. People and Culture
- Chapter 10. Hands on activities based on seven essential practices from ITIL