

# CAS Digital Service Management («CASMP»)

ITIL® 4 supports the delivery of high quality services, focused on value creation. Learn how to do this in this course: Get the title ITIL® 4 Managing Professional, a CAS from the HWZ and lots of practical tips.

**Duration:** 16 days

**Price:** 16'500.–

**Course documents:** Official courseware (English) & official Axelos book (digital) incl. 5 exam vouchers

## Content

1. Introduction (0.5 day)
  - Get to know each other
  - Expectations
  - Keynote lecture on ITIL®
  - Structure of the course
  - Workshop day
  - Final thesis
2. ITIL® 4 Foundation (2 days)
  - Service management: Key concepts
  - Guiding principles
  - The four dimensions of service management
  - Service value system
  - Continual improvement
3. ITIL® 4 Create, Deliver and Support (3 days)
  - Development and planning of a service value stream
  - ITIL® practices for creating, delivering and supporting a service
  - Coordination, prioritization and structuring of activities
4. ITIL® 4 Direct, Plan and Improve (3 days)
  - Key terms and concepts
  - Main principles and methods
  - Continuous improvement
  - Organizational Change Management (OCM)
  - Measurement and reporting
  - Managing, planning and improving value streams and practices
5. ITIL® 4 Drive Stakeholder Value (3 days)
  - Customer Journey
  - Markets and stakeholders
  - Stakeholder relations
  - Service offerings
  - Expectations and agreement of services
  - On- and off-boarding of users
  - Continuous value creation (service consumption / provision)
  - Realization and validation of the service value
6. ITIL® 4 High Velocity IT (3 days)
  - High-speed nature of the digital enterprise
  - Digital product life cycle in the sense of the ITIL®-«Operating Model»
  - Importance of the ITIL® basic principles
  - Added value
7. Workshop (1 day)
  - Presentation of the project ideas
  - Discussion, tips and tricks
  - Independent work on your own project

- 8. Presentation (0.5 day)
  - Presentation of own work
  - Q & A session

## Key Learnings

- Understanding of the digital transformation and the resulting challenges for IT
- Knowledge of key concepts of ITIL® 4
- Ability to operate IT-supported services, teams and workflows and to generate corresponding added value
- Application of ITIL® 4 principles in the own practical context

## Methodology & didactics

The seminar requires additional time outside the classroom of at least 20 hours.

The Managing Professional Courses consist of an interactive training consisting of presentations and group exercises. Please reserve the evenings during the training for repetitions and/or small homework. The preparation and completion of the homework contributes significantly to the success of the exam.

## Target audience

This course is designed for people who aim for a leading position in IT Service Management.

## Certification

On your way to the «Certificate of Advanced Studies (CAS) Digital Service Management» with 15 ETCS points, you will obtain the following international ITIL® certificates as well as the final certificate: [ITIL® 4 Managing Professional](#).

- [ITIL® 4 Foundation](#)
- [ITIL® 4 Create, Deliver and Support](#)
- [ITIL® 4 Direct, Plan and Improve](#)
- [ITIL® 4 Drive Stakeholder Value](#)
- [ITIL® 4 High Velocity IT](#)

You can book the exam in English or German. The courseware is in English and the official literature is in either English or German. In general, we recommend that you take the exam in the language of the official literature. When you register for the exam, you can choose the language of the exam and the language of the eBook.

With the certificate work you are asked to take a close look at one aspect of the digitalisation of the IT in your company on about 15 pages (4000-6000 words, without cover page, table of contents etc.):

Actual situation - opportunities - risks and your personal recommendations. The assignment is considered passed with a grade of 4.0. You outline the task, refer to the theory in your explanations and describe the environment (embedding in your IT landscape). You describe the procedure in your company / your proposals for your organization and critically reflect the individual aspects.

Late submissions will be counted as failed. In case of a new attempt, a new topic must be submitted.

<https://www.peoplecert.org/en/terms-of-service-and-privacy-policy> – under this link you will find more information about the complaint management of our certification partner and your rights.

## Information session

- [ITIL® 4 Managing Professional & CAS](#)

## Additional information



The CAS and ECTS points are awarded by our partner, University of Applied Sciences in Business Administration Zurich (HWZ). For more information, download the brochure on the **CAS Digital Service Management** course: [CAS Digital Service Management course brochure \(PDF in German\)](#).

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## Further courses

- [ITIL® 4 Leader: Digital and IT Strategy \(«DITS»\)](#)

## Any questions?

We are happy to advise you on +41 44 447 21 21 or [info@digicomp.ch](mailto:info@digicomp.ch). You can find detailed information about dates on [www.digicomp.ch/courses-service-project-management/itil/training-course-cas-digital-service-management](http://www.digicomp.ch/courses-service-project-management/itil/training-course-cas-digital-service-management)