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ITSM Delivery Manager

3 days (21 hours)

Overview

The Delivery Manager oversees the delivery of IT services and ensures that commitments made to customers are met. They coordinate teams and vendors, monitor service levels, and facilitate communication among various stakeholders.

Our ITSM Delivery Manager training will enable you to structure service management based on ITIL practices and principles. You will learn to adopt a value-driven approach and align operational commitments with customer expectations.

You will study Service Level Management, Supplier Management, and Relationship Management to manage SLAs, XLAs, OLAs, supplier contracts, and relationships with various stakeholders.

The training will also enable you to analyze value streams, use the Guiding Principles to improve service delivery, and establish a governance framework that takes into account risks, compliance, and sustainability issues.

Finally, you will learn to leverage metrics, customer feedback, and operational results to build a continuous improvement process involving customers, internal teams, and suppliers.

Upon completion of the training, participants will be able to oversee IT service delivery, manage commitments, and adopt a value-oriented approach in their interactions with customers and teams.

Objectives

- Adopt a value-oriented approach in line with ITIL 5 principles.
- Manage services through SLAs, XLAs, OLAs, and supplier contracts.

- Manage client and supplier relationships according to ITIL 5 practices:
 - Service Level Management
 - Supplier Management
 - Relationship Management
- Analyze and optimize value streams related to service delivery.
- Implement modern governance (strategy, risk, compliance, sustainability).
- Communicate effectively with all stakeholders.
- Use the Guiding Principles to improve service delivery.
- Establish a structured continuous improvement process.
- Integrate sustainability, impact, and digital accountability—the new pillars of ITIL 5.

Target Audience

- Technical managers, functional managers, delivery managers, account managers, quality managers, and contract managers.

Prerequisites

- ITIL Foundation certification (ideally ITIL 4 or ITIL 5).

ITSM Delivery Manager Training Program

[Day 1 - Morning]

The Role of the Delivery Manager and Value-Driven Management

- Understanding the role and responsibilities of the Delivery Manager in an ITSM organization
- Positioning service delivery within the Service Value System
- Understanding the value, expected outcomes, costs, and risks associated with services
- Adopting a value-oriented approach in interactions with customers and teams
- Identifying stakeholders and their expectations regarding service delivery
- Hands-on workshop: mapping the stakeholders, commitments, and expectations surrounding an IT service

[Day 1 – Afternoon]

Service Level Management, SLA, XLA, and OLA

- Understand Service Level Management and its role in service governance
- Define and manage SLAs tailored to customer expectations
- Using OLAs to formalize commitments between internal teams
- Integrate XLAs to supplement service level metrics with user experience data
- Define metrics to track quality, performance, experience, and value

- Hands-on workshop: Building a management framework combining SLAs, XLAs, OLAs, and service metrics

Relationship Management and Customer Relations

- Understanding the objectives of Relationship Management
- Identify the needs, expectations, and priorities of customers and stakeholders
- Structure communication between the Delivery Manager, business units, technical teams, and management
- Organize service committees, performance reviews, and follow-up meetings
- Managing discrepancies, dissatisfaction, trade-offs, and sensitive situations
- Developing communication strategies tailored to the various stakeholders involved in the service

[Day 2 – Morning]

Supplier Management and Vendor Oversight

- Understand the objectives and responsibilities of supplier management
- Identifying critical suppliers and their contributions to services
- Manage supplier contracts, commitments, performance, and service levels
- Align supplier commitments with the organization's SLAs and OLAs
- Identify and address risks related to dependencies and subcontracting
- Hands-on workshop: Analyzing a supplier's performance and preparing a service review

[Day 2 - Afternoon]

Value Streams and Service Optimization

- Understanding the Role of Value Streams in Service Delivery
- Identify the activities, practices, teams, and suppliers involved in a value stream
- Mapping the dependencies and interactions necessary for service delivery
- Identify bottlenecks, delays, constraints, and activities that do not add value
- Optimize flows based on the value expected by the customer
- Hands-on workshop: mapping a service delivery value stream and identifying areas for optimization

Guiding Principles Applied to Delivery Management

- Using the Guiding Principles as a decision-making framework for the Delivery Manager
- Focus on value to ensure alignment with customer needs
- Collaborate and promote visibility to improve stakeholder coordination
- Think and work holistically to manage the service as a whole
- Progress iteratively with feedback, Keep it simple and practical, and Optimize and automate
- Apply the Guiding Principles to trade-offs and operational decisions

[Day 3 - Morning]

Service Governance, Risk, and Compliance

- Understand the role of governance in managing service delivery
- Align services with the organization's strategic direction and objectives
- Identifying, assessing, and monitoring risks associated with service delivery
- Integrating compliance requirements and responsibilities into service management
- Defining mechanisms for control, reporting, decision-making, and dispute resolution
- Hands-on workshop: Building a governance and risk matrix for a critical service

[Day 3 – Afternoon]

Sustainability, Impact, and Digital Responsibility

- Understanding the role of sustainability in modern service management
- Identify the environmental and organizational impacts associated with IT service delivery
- Integrating digital responsibility criteria into the Delivery Manager's decisions
- Taking sustainability into account in relationships with customers and suppliers
- Define metrics to track impacts beyond operational performance alone
- Link value, performance, governance, sustainability, and accountability in service management

Continuous improvement of service delivery

- Structure a continuous improvement process applied to Delivery Management
- Use SLAs, XLAs, customer feedback, metrics, and operational data to identify areas for improvement
- Prioritize initiatives based on their value, risk, cost, and feasibility
- Develop and monitor an improvement plan with teams, customers, and suppliers
- Measure results and adjust actions based on feedback
- Hands-on workshop: developing a continuous improvement plan based on a comprehensive review of service delivery

Target Companies

This training is intended for both individuals and companies—large or small—that wish to train their teams in new, advanced IT technologies or to acquire specific industry knowledge or modern methods.

Assessment at the Start of Training

The pre-training assessment complies with Qualiopi quality standards. Upon final registration, the learner receives a self-assessment questionnaire that allows us to evaluate their estimated proficiency in various types of technologies, as well as their expectations and personal goals for the upcoming training, within the limits imposed by the selected format. This questionnaire also allows us to anticipate certain connection or internal security issues within the company (intra-company or virtual classroom) that could pose challenges for monitoring and ensuring the smooth operation of the training session.

Teaching Methods

Hands-On Training: 60% Practical, 40% Theoretical. Training materials distributed in digital format to all participants.

Organization

The course alternates between theoretical input from the instructor—supported by examples and reflection sessions—and group work.

Assessment

At the end of the session, a multiple-choice quiz is administered to verify that participants have successfully acquired the skills.

Certification

A certificate will be issued to each trainee who has completed the entire training program.