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ITSM Support

3 days (21 hours)

Overview

IT support manages incidents and service requests. Within an ITSM framework, its organization relies in particular on the Service Desk, ITIL practices, service levels, and performance metrics.

Our ITSM Support training will enable you to structure and improve a modern Service Desk by leveraging ITIL practices and a user-centric approach.

You will learn how to organize the management of incidents and service requests, leverage Monitoring & Event Management and Knowledge Management, and integrate support into the organization's value streams.

The training will also enable you to move beyond an approach based solely on SLAs by incorporating XLAs (Experience Level Agreements) and metrics for satisfaction, experience, speed, and value.

You'll discover how to evolve the Service Desk into an omnichannel support model that combines self-service, automation, and artificial intelligence.

Finally, you will learn to use Guiding Principles and continuous improvement to sustainably enhance the quality of support.

By the end of the training, participants will be able to understand the structure of an effective IT support organization and apply the essential principles for managing requests, incidents, and service quality.

Objectives

- Organize a modern Service Desk aligned with ITIL 5 practices.

- Understand and apply key support practices:
 - Incident Management
 - Service Request Management
 - Monitoring & Event Management
 - Knowledge Management
 - Service Level Management
- Integrate support into the organization's value streams.
- Implement XLAs (Experience Level Agreements) to complement SLAs.
- Define modern metrics: satisfaction, experience, speed, and value.
- Implement an omnichannel support model (self-service, automation, AI).
- Use the Guiding Principles to improve support quality.
- Establish a process for continuous improvement of support.

Target Audience

- Support managers, Service Desk managers, project managers, supervisors, support technicians, quality managers, and user relationship managers.

Prerequisites

- Familiarity with ITIL fundamentals (ideally ITIL 4 or ITIL 5 Foundation).

ITSM Support Training Program

[Day 1 - Morning]

Organizing a Modern Service Desk

- Understanding the Role of the Service Desk in IT Service Management
- Positioning support within the Service Value System and value creation
- Defining Roles, Responsibilities, and Support Levels
- Structuring interactions between users, support, and technical teams
- Identifying organizational models: centralized, distributed, virtual, and follow-the-sun
- Hands-on workshop: mapping the structure of a Service Desk and defining the roles of the various stakeholders

[Day 1 - Afternoon]

Incident Management and Service Restoration

- Understanding the objectives and operations of Incident Management
- Identify, log, categorize, and prioritize incidents
- Organizing diagnostics, functional escalation, and hierarchical escalation
- Managing major incidents and coordinating the various stakeholders

- Communicating Effectively with Users During Incident Handling
- Hands-on workshop: Classify, prioritize, and handle an incident from the time it is reported until it is resolved

Service Request Management and Request Handling

- Distinguish between service requests, incidents, problems, and changes
- Structure a request catalog tailored to user needs
- Defining workflows for processing, approval, and fulfillment
- Standardizing recurring requests to speed up their processing
- Identify opportunities for automation and self-service
- Measure the quality, turnaround times, and satisfaction associated with requests

[Day 2 - Morning]

Monitoring, events, and proactive support management

- Understanding Monitoring & Event Management Practices
- Distinguish between informational events, alerts, and exceptions
- Linking monitoring, events, and incident detection
- Defining alert rules and reducing operational noise
- Transitioning from reactive support to a more proactive approach
- Hands-on Workshop: Analyzing an Event Stream, Identifying Useful Alerts, and Defining Support Actions

[Day 2 – Afternoon]

Knowledge Management and User Autonomy

- Understanding the role of Knowledge Management in support effectiveness
- Structuring a knowledge base that technicians and users can utilize
- Creating, validating, maintaining, and improving knowledge articles
- Leveraging previously resolved incidents and requests
- Developing self-service without compromising the user experience
- Hands-on workshop: transforming recurring tickets into knowledge articles and self-service workflows

Service Level Management, SLAs, and XLAs

- Understand the role of Service Level Management
- Defining SLAs tailored to service commitments
- Understanding the Limitations of a Measure Based Exclusively on Technical Indicators
- Introduce XLAs (Experience Level Agreements) to complement SLAs
- Define metrics for satisfaction, experience, speed, and value
- Hands-on workshop: Building a dashboard that combines SLAs, XLAs, and user experience metrics

[Day 3 - Morning]

Value Streams and Guiding Principles Applied to Support

- Position support within the organization's value streams
- Identify the activities, practices, and stakeholders involved in resolving a support request
- Identify bottlenecks, expectations, and non-value-added tasks in support flows
- Applying the Guiding Principles to Operational Decisions
- Optimize workflows by prioritizing value, collaboration, simplicity, and automation
- Hands-on workshop: mapping and improving a support ticket processing value stream

[Day 3 - Afternoon]

Omnichannel support, automation, and artificial intelligence

- Building a Consistent Omnichannel Support Model Across Portal, Email, Phone, Chat, and Self-Service
- Organize user journeys regardless of the entry channel
- Identifying requests and operations that can be automated
- Use AI to assist with case classification, knowledge search, and responses to users
- Govern automation and AI with control rules and human escalation
- Hands-on workshop: Design an omnichannel support journey that integrates self-service, automation, and AI-powered assistance

Support management and continuous improvement

- Implement a continuous improvement process tailored to the Service Desk
- Identify user pain points, recurring issues, and opportunities for improvement
- Leverage performance, satisfaction, experience, and value metrics
- Prioritize improvements based on their impact and feasibility
- Involve technicians, managers, and users in the evolution of support
- Hands-on workshop: Develop a continuous improvement plan for support based on metrics and user feedback

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

assess their estimated proficiency level across 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 (in-house 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.