

Reskill Track: Service Manager

Reskill Track

Training code	CGARTSMNID
Spoken Language	Dutch
Language Materials	Dutch
Price	€3.000,00 excl. VAT No extra costs.

What is Reskill Track: Service Manager

As a Service Manager you are ultimately responsible for the correct delivery of IT services and the maintenance and expansion of your business relationships. You are the face of your company. You are involved in ensuring the quality of the IT solutions that you have under your care and you ensure continuous improvement of the services provided and the process.

As a Service Manager you are the point of contact for your customers. You need the right expertise to provide solutions when something goes wrong or when a customer is dissatisfied. At the same time, it is important that you have strong communication skills to successfully conclude (sometimes difficult) conversations with customers.

In the Reskill Track: Service Manager we train you to become an IT Service Manager. We teach you important Service Management standards such as ITIL and ASL and ensure that you have the right communication skills. In addition, we prepare you to work with customers and teams that have embraced Agile working.

Who should attend Reskill Track: Service Manager

Our tailor-made approach makes this track suitable for most professionals. It is important that you are willing to take on a lot of responsibility and that you are not afraid to have difficult conversations. Affinity with IT and technical projects is also an absolute must.

Prerequisites

Our Reskill Tracks always start with an extensive intake, carried out by one of our training experts. You also do an assessment to accurately determine your training needs. Based on the intake and assessment, we put together a custom Reskill Track for you that seamlessly matches your personal situation.

Objectives

The exact objective of this Track depends on your personal situation and seniority. After successfully



completing this track you will be able to successfully start your first role as a Service Manager in IT.

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Capgemini Academy's professionals offer what people in IT need. Our professionals have a keen eye for motivation, talent and are aware of specific contexts and circumstances. They move people to move. Programmes and courses that originate from daily experience of our both didactical and substantively strong trainers, light a fire within the individual IT professionals. Real life stories of our professionals' experience that tell how to solve problems and work with the people around it, do the rest.

An organization, like ours, helps people and their organizations day by day to get the best out of themselves and each other. We prepare them to defy tomorrow's challenges. We stimulate learning and curiosity. In order for individual IT professionals and their employers, to build better, longer and more intensive relationships. For mutual benefit.

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