DevOpsSchool

Course curriculum · November 2026

LEVEL 03 OF 04 · INTERMEDIATE

Service Management Intermediate Training

Automate and integrate ITSM workflows, handle major incidents and measure service performance with meaningful KPIs.

LIVE ONLINE **Max 8-10 hours**	CORPORATE (DAY-WISE) **3 days · Days 1-3**	SELF-PACED VIDEO **1-year LMS access**
BATCH SIZE **Max 10 learners**	NEXT BATCHES **1st of every month · weekends: first Saturday**	CERTIFICATE **Verifiable certificate of completion**

Foundation	Essential	Intermediate	Advanced
1 day · Included	2 days · Included	3 days · This curriculum	5 days · Next step

INSIDE THIS CURRICULUM

What you will achieve	Outcomes and level focus
Who should attend	Audience and prerequisites
Agenda	34 topics · Foundation to Intermediate
Hands-on labs	3 labs
Formats and fees	Live, 1:1, self-paced, corporate
Trainer and reviews	Rajesh Kumar
Enrolment	Batches, payment, contacts

WHY DEVOPSSCHOOL

- Rated 4.6 on Google
- 1,500+ verifiable certificates issued in the public registry
- Trainer Rajesh Kumar: 20 years in industry
- Small batches: max 10 learners, every session recorded

Course page: www.devopsschool.com/courses/service-management/service-management-intermediate-training.html
Talk to us: WhatsApp +91 99057 40781 · +1 (469) 756-6329 · contact@DevOpsSchool.com · reply within 1 hour

OUTCOMES

What you will achieve

By the end of the Service Management course path, you will be able to:

1

Run reliable IT services

Operate incident, request, problem and change practices that restore service fast and prevent repeat issues.

2

Measure and improve services

Use SLAs, KPIs and customer feedback to drive continual improvement across services.

3

Lead service transformation

Align service management with DevOps, governance and value streams across the enterprise.

WHAT THE INTERMEDIATE LEVEL ADDS

Automation, integration and service measurement

Hands-on: Run a major incident end to end. Simulate a major incident from alert to resolution with roles, communications and a status update cadence, then write the post-incident review and problem record.

WHO SHOULD ATTEND

- Regular Service Management users who want to automate, integrate and manage it at a deeper level.
- Specialists who support Service Management for colleagues or customers.
- Leads preparing Service Management for wider use across projects.

BEFORE YOU START

- The Essential level, or equivalent hands-on experience.
- You can already: Run incident, request, problem and change processes with a service desk, a service catalogue and agreed service levels.
- Basic computer skills and a laptop with a stable internet connection for the live sessions and labs.
- This curriculum includes every earlier level, so it is complete on its own.

AGENDA · FOUNDATION TO INTERMEDIATE

Service Management Intermediate Training agenda

34 topics. Each level builds on the one before it, so this curriculum lists every earlier level in full. Days are for corporate (day-wise) delivery; live online batches cover the same agenda in max 8-10 hours.

DAY 1 — Foundation: Service management concepts and ITIL 4

Included from Foundation

1. Service management basics: services, products, service offerings, consumers, providers and service relationships
2. Value co-creation: outcomes, costs, risks, utility and warranty
3. Four dimensions of service management: organisations and people, information and technology, partners, value streams
4. ITIL 4 service value system: opportunity, demand, governance, continual improvement and practices
5. Guiding principles: focus on value, start where you are, progress iteratively, collaborate, keep it simple
6. Service value chain: plan, improve, engage, design and transition, obtain or build, deliver and support
7. Practices overview: general management, service management and technical management practices
8. Key roles: service owner, process owner, service desk agent, incident and change managers
9. ITSM tools landscape: ServiceNow, Jira Service Management, Freshservice and open source options
10. First service definition: describing a service, its users, support hours and contact channels

DAY 2 — Essential: Core support practices in daily operations

Included from Essential

11. Service desk: channels, ticket logging, categorisation, prioritisation by impact and urgency, first-contact resolution
12. Incident management: lifecycle, escalation, swarming, communication and closure criteria
13. Service request management: request models, fulfilment workflows and approvals
14. Problem management: problem identification, root cause analysis, known errors and workarounds
15. Change enablement: standard, normal and emergency changes, change authority and change schedule
16. Service level management: SLAs, OLAs, underpinning contracts, measures and service reviews
17. Service catalogue: designing catalogue items, request forms and user-facing descriptions
18. Knowledge management: knowledge articles, the KCS approach and self-service portals
19. Service configuration management: configuration items, relationships and the CMDB
20. IT asset management: asset lifecycle, software licences and hardware tracking
21. Monitoring and event management: event types, thresholds and automatic ticket creation
22. Continual improvement: the improvement model, improvement register and quick wins

DAY 3 — Intermediate: Automation, integration and service measurement

New at this level

23. Major incident management: declaration criteria, roles, bridge calls, status pages and post-incident reviews
24. Workflow automation: assignment rules, approvals, auto-categorisation and escalations
25. Change automation: risk-based approvals and change records created from CI/CD pipelines
26. Release management: release planning, deployment windows and coordination with change enablement
27. Integrations: monitoring tools, chat tools and developer tools connected through APIs and webhooks
28. Availability and capacity management: availability targets, capacity planning and trend reviews
29. Information security management basics: security incidents, access requests and audit evidence
30. Supplier management: contracts, supplier performance reviews and escalation paths

31. Service continuity: business impact analysis, recovery objectives (RTO, RPO) and continuity tests
32. Metrics and KPIs: MTTR, first-time fix rate, SLA attainment, change success rate and backlog age
33. Service reporting: dashboards for agents, managers and customers and monthly service reviews
34. Experience management: CSAT surveys, experience level agreements and feedback loops

PRACTICE

Hands-on labs

You build these yourself during the course, guided by the trainer.

FOUNDATION

Define and map a service

Describe one internal IT service with its consumers, value and support model and map how it flows through the service value chain.

ESSENTIAL

Configure a service desk workflow

Set up incident and service request workflows in an ITSM tool with priorities, SLA timers, a catalogue item and a linked knowledge article.

INTERMEDIATE

Run a major incident end to end

Simulate a major incident from alert to resolution with roles, communications and a status update cadence, then write the post-incident review and problem record.

HOW YOU CAN LEARN

Formats and fees

The same agenda in four formats. Fees are in Indian rupees as of November 2026; the course page shows them in your currency.

FORMAT	DURATION	WHAT YOU GET	FEE
Live & interactive (online)	Max 8-10 hours	Instructor-led public batch of max 10 learners with demos, labs, Q&A and assignment review. Weekday batches start on the 1st of every month, weekend batches on the first Saturday of every month.	**INR 34,999**
1:1 live training (online)	Max 8-10 hours, one-to-one	The same agenda, taught one-to-one by the trainer. Starts immediately, without waiting for the next batch; sessions planned around your working hours, at your pace.	**INR 99,999**
Self-paced video	1-year LMS access	All four Service Management levels, plus 20+ more courses and 50+ tools, at your own pace.	**INR 833/month** billed yearly at INR 9,996
Corporate (day-wise)	3 days for this level	A private batch for your team, on demand. Foundation 1 day, Essential 2, Intermediate 3, Advanced 5 (cumulative).	**Quote on request**

ASSESSMENT AND CERTIFICATE

Your progress is checked through hands-on labs and assignments at every level. On completion you receive a DevOpsSchool certificate of completion with a unique credential ID that anyone can verify at devopsschool.com/certificates.

INCLUDED WITH EVERY LIVE BATCH

- Every live session is recorded and stays in your LMS for a year.
- Can't attend your batch? Move to next month's batch.
- Free demo class before you pay.
- Free 10-15 minute call with an advisor or the trainer to check the course fits you.

YOUR TRAINER

Learn from Rajesh Kumar

Principal Architect, trainer and mentor in DevOps, SRE, DevSecOps and platform engineering, with 20 years across 8+ software MNCs, including Staff DevOps/SRE Engineer for a leading Japanese mobile-payment platform and Principal DevOps Architect and Manager in Europe.

Profile: www.rajeshkumar.xyz · Videos: youtube.com/@TheDevOpsSchool

20 years in industry	**200+** corporate trainings
10,000+ engineers mentored	**70+** organisations coached

REVIEWS

What learners say

Rated 4.6 on Google · more reviews at devopsschool.com/testimonials and in our video testimonials.

> “Rajesh is very good trainer. Rajesh was able to resolve our queries and question effectively. We really liked the hands-on examples covered during this training program.”
>
> Indrayani, India

> “The training was very useful and interactive. Rajesh helped develop the confidence of all.”
>
> Abhinav Gupta, Pune

START YOUR SERVICE MANAGEMENT TRAINING

Join the next batch

Weekday batches start on the 1st of every month and weekend batches on the first Saturday of every month, with max 10 learners each. 1:1 training can start immediately; corporate batches run on demand. We reply within 1 hour.

Pay by UPI, credit and debit cards, net banking or PayPal. Before you pay, read our refund policy. All levels of this course: www.devopsschool.com/courses/service-management/

ENROL OR RESERVE A SEAT
Service Management Intermediate Training

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Next step after this level: Service Management Advanced Training - Lead service management at enterprise scale with value streams, governance, multi-supplier models and a transformation roadmap.