



AUSTRALIAN  
INSTITUTE  
OF ICT™

# IT Service Management Professional

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The Department of Jobs, Precincts and Regions (DJPR) is focused on growing Victoria's economy and ensuring it benefits all Victorians by creating more jobs for more people, building thriving places and regions, and nurturing inclusive communities.

Digital transformation has altered the IT landscape significantly in the past years. IT Service Management (ITSM) helps all organisations, regardless of their industry or business sector, provide their IT services using the most efficient and economical methods.

As part of the Digital Jobs Program, the Australian Institute of ICT (AIICT) offers the IT Service Management Professional 12-week course. In partnership with Lumify (previously known as DDLS), the largest provider of IT training in Australia, we are uniquely placed to deliver the highest quality education. We developed this course by collaborating with industry experts, researching job descriptions, and interviewing professionals to create a course that is a true reflection of what companies are hiring for, right now.

This course provides you with an end-to-end operating model for the creation, delivery and operation of tech-enabled products and services. As part of the course curriculum, we will introduce you to the IT Infrastructure Library (ITIL®) and prepare you to take the ITIL® 4 Foundation certification exam, with the help of the included exam voucher and eBook.

This certification will enhance your employment prospects with a more competitive skillset, demonstrating a clear understanding of how to create and deliver services for the modern digital world. Whether you have worked in IT or are brand new in this space, this course provides comprehensive, practical, and proven guidance for establishing a service management system.

**Take the next step in your IT Service management journey.**



40%  
organisations currently employ intelligent automation capabilities  
for service management.

ITSMtools, 2021 State of Service Management Survey



71%  
of organisations have either started or are planning to use ITSM capabilities  
outside of IT.

ITSMtools, 2021 State of Service Management Survey

The average salary for a IT Service Manager in Australia is AU\$138,000



[https://www.glassdoor.com.au/Salaries/it-service-manager-salary-SRCH\\_KD0,18.html](https://www.glassdoor.com.au/Salaries/it-service-manager-salary-SRCH_KD0,18.html)

## LAUNCH YOUR CAREER IN IT SERVICE MANAGEMENT

Information Technology Service Management (ITSM), is how IT teams manage the end-to-end delivery of services to clients. This includes all the processes and activities to design, develop, deliver, and support IT services.



Course duration  
**12-week training course**



Mode  
**Online**



Certifications  
**1**

This course will provide you with this strategic approach to IT management, with a focus on delivering value to customers. It covers all the processes and procedures that fall under the IT umbrella, from incident resolution to the implementation, management and operations of hardware and software.

Course content also includes an introduction to the Information Technology Infrastructure Library (ITIL®), a widely accepted set of best practices that are designed to support any business in gaining optimal value from IT by aligning IT services with business strategy. ITIL 4 also provides a holistic end-to-end picture that integrates frameworks such as Lean IT, Agile, and DevOps.

As you progress through the course, we will prepare you to take the ITIL® 4 Foundation certification exam. This is a globally recognised certification that will prove your understanding of how modern IT and digital service organisations can work more effectively and efficiently.

Boost your job productivity, helping digital teams across businesses to break down siloed working and improve flow, increasing speed and efficiency. If you are looking to contribute to how organisations can succeed in a fast-paced environment, gain this fundamental knowledge and skills with our IT Service Management Professional course.

### The benefits of completing the IT Service Management Professional Course:

#### Mentorship with industry experts

- Connect with our carefully selected group of experts in the field, whose role is to mentor you through your course content and help you connect with the online communities.
- Attend weekly webinars and Q&A sessions where you will have the opportunity to ask your mentor any questions you might have about the content and career goals.



## Flexible study – make your own experience

- Move through the course content online, at a time that suits you following our curated schedule
- Access the class recording and further content in the learning platform for up to 12 months

## Globally recognised certifications

- Gain the skills to prepare you for the ITIL® 4 Foundation and earn the ITIL® 4 Foundation certification, highly respected by employers
- Receive digital badges for your non-certification topics, which will increase your standing within the IT community

## What you will learn

After completing this training course, you will:

- Understand the key concepts of IT service management
- Understand how ITIL guiding principles can help an organisation adopt and adapt ITIL service management
- Understand the four dimensions of ITIL service management
- Understand the purpose and components of the ITIL service value system, and activities of the service value chain, and how they interconnect
- Understand the key concepts of continual improvement
- Learn the various ITIL practices and how they contribute to value chain activities

## Career Opportunities

There are many different ITSM jobs available, some are technical, whereas others are more business orientated. Entry-level ITSM jobs, like the Service Desk Technician and IT Project officer roles, are a good starting point depending on your experience. If you have technical knowledge or experience as a developer, you can start an IT service management career by entering an IT Support Technician role or IT Architect role. You can further progress into a management role or progress into cyber resilience and business management opportunities.

### Service Desk Technician

Sometimes called a Help Desk Technician or Support Technician, this ITSM job involves helping users with software or hardware problems. They are the first point of contact for users, who will contact the technician via phone, email or live chat. Technicians might provide support in-house for an organisation's employees, or they might provide support for a company's customers.

### IT Project Officer

IT project officer officers are assigned to various projects and will ensure projects are monitored and delivered successfully within the required timeframes. This role works with internal and external stakeholders to establish and maintain relationships.

### IT Support Officer

ICT support officers assist with the installation, operation, management, and maintenance of a business' ICT systems – including computers, software, and communication and network technologies. They perform front-line work in responding to support requests and assisting users with technical issues through desktop software, e-mail, and phone conversations.



## Course Structure

The IT Service Management Professional course is made up of the ITIL® 4 Foundation certification, provided through PeopleCert. The course is comprised of the topics outlined below:

- Overview of Service Management and the introduction to ITIL® (Information Technology Infrastructure Library)
- Introduction to the mentality and culture of how to serve the clients, and the service economy and understand your role in the Service Value Chain
- A holistic approach to the facilitation of co-creation of value with customers and other stakeholders in the form of products and services
- The guiding principles of ITIL 4
- Key concepts from Lean, Agile, and DevOps, and why these are important to deliver business value
- The four dimensions of Service Management

## Other Course Inclusions

- Introduction to real-world case studies and examples of ITIL being applied to systems, processes, and organisations within the commercial and government sectors
- Introduction to ServiceNow, the most popular cloud-based task-management platform that specialises in IT operations, services, and business management
- Leadership and Soft Skills: Sharpen your interpersonal, communication, customer service, change management, teamwork, and other leadership skills to succeed in the workplace

## Communication

As a student, you can quickly and easily connect with your peers and instructors through online messaging and our learning management system (LMS). There will be opportunities to do so either live, at set times in the day or by submitting queries at any time which will be responded to on the same business day.

## Enrolment Info

The course requires no prerequisites. Even if you are brand new to IT you will be able to join the course with the right attitude and appetite to learn, you will be able to join the course. If you are interested in this course, get in touch with your mentor at the Digital Jobs Program to enrol. Alternatively, contact our team at [digitaljobs@aiict.edu.au](mailto:digitaljobs@aiict.edu.au).



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## Why AIICT



**100%**  
online training



**Globally recognised  
certifications**

## Powered by Lumify

Lumify (previously known as DDLS), is Australia's largest provider of corporate IT and process training, with the widest portfolio of strategic partners and courses in Australia. For more than 30 years, Lumify has been an award-winning non-accredited training provider, spanning across Australia and into Asia.

In partnership with Lumify, AIICT aims to provide quality, self-paced, and nationally accredited ICT training, leveraging the experience, skills and knowledge of Lumify. Lumify partners with world-class companies to help organisations and individuals in the IT industry remain up to date with new processes, technology and platforms to reduce risk and enable efficient business practices. Some of the partners include:

- Microsoft
- Google
- AWS
- Cisco
- CompTIA
- Citrix, among many others.



*“Whether you are used to look at the world through an ITIL perspective or are more accustomed to DevOps, agile or Lean, the ultimate priority should be on delivering results. Everything else is just a means to an end.”*

Kaimar Karu, Head of ITSM, AXELOS

*“When service improvement is driven by adopting and adapting ITIL 4 best practices, a company that transitions gets multiple benefits: the highly responsive functionality of a world class service delivery organisation, coupled with the agility, innovation and flexibility that is increasingly necessary in today’s competitive marketplace.”*

Barry Corless, Global Product Director for DevOps and IT Service Management

*“ITIL has its place for its processes. ITIL as origin also grew like DevOps as a practitioner’s thing. (...) The problem with it are not the ideas, but the implementations. It can be useful. The one point is that it has been focused on controlling change. Many took this as to avoid change.”*

Patrick Debois, Co-Author, The DevOps Cookbook