10-Day AI for ITSM Monitoring & Protection

14 – 25 June 2027
Vienna

AGILE LEADERS
Training Center

AGILE LEADERS
Training Center

10-Day AI for ITSM Monitoring & Protection

Ref: 103600536_81586 **Date:** 14 – 25 June 2027 **Location:** Vienna **Fees:** 10000 Euro

Course Overview:

This course explores the transformative role of AI in IT Service Management ITSM, focusing on how AI-powered ITSM, AIOps, and machine learning ML are reshaping traditional IT operations. With a special emphasis on Post-Deployment IT Solutions, participants will learn how to enhance monitoring, improve incident management, automate workflows, and ensure IT service continuity. Leveraging cutting-edge AI for IT Operations, we will explore best practices and real-life use cases of AIOps in IT Service Management, incident prevention, and security automation. Attendees will also gain insights into AI for IT support automation and explore tools for better decision-making and data analytics.

Target Audience:

- IT Managers
- IT Operations Professionals
- Service Desk Managers
- Incident Management Teams
- IT Security Officers
- Developers interested in AI integration for IT service automation

Targeted Organizational Departments:

- IT Operations
- IT Security
- Incident Management
- Service Desk
- IT Compliance and Risk Management
- Development and QA teams

AGILE LEADERS
Training Center

Targeted Industries:

- Information Technology
- Telecommunications
- Financial Services
- Healthcare
- E-Commerce
- Manufacturing and Retail

Course Offerings:

By the end of this course, participants will be able to:

- Understand the role of AI in IT Service Management and how it contributes to improving operational efficiency and security.
- Implement AIOps for proactive monitoring and incident prevention in IT services.
- Automate ITSM workflows using AI-powered solutions and machine learning.
- Utilize AI for IT operations to enhance system protection and data-driven decision-making.
- Improve Post-Deployment IT Security by integrating AI to monitor, detect anomalies, and prevent incidents.

Training Methodology:

The training will be a combination of case studies, hands-on exercises, real-world examples, and interactive discussions. We will delve into AIOps by reviewing industry-specific challenges and how AI in IT operations can be used to resolve these challenges efficiently. Participants will also engage in practical AI for Incident Management scenarios, where we demonstrate how machine learning models can improve response times and incident resolution. The course will also include feedback sessions, allowing participants to learn from each other's experiences.

AGILE LEADERS
Training Center

Course Toolbox:

- Access to AI-driven ITSM tools for hands-on learning
- Reading materials and online resources
- AI-powered IT operations software for demonstration
- Templates for Post-Deployment IT Security practices

Course Agenda:

Day 1: Introduction to AI and IT Service Management

- **Topic 1:** Overview of IT Service Management ITSM and AI Integration
- **Topic 2:** Setting Service Level Agreements SLAs and Operational Level Agreements OLAs
- **Topic 3:** Introduction to AIOps: Enhancing ITSM through AI
- **Topic 4:** Key Benefits of AI-Powered ITSM for Service Performance
- **Topic 5:** AI for Incident Management: Predicting and Preventing Issues
- **Topic 6:** Overview of Measurement Methodologies for Service Quality
- **Reflection & Review:** Insights into AI-driven SLAs/OLAs and service performance improvement

Day 2: Understanding AIOps and Incident Management Automation

- **Topic 1:** What is AIOps and How Does It Transform IT Operations?
- **Topic 2:** AI for Proactive Incident Detection and Management
- **Topic 3:** Automating IT Operations with AIOps
- **Topic 4:** Using AI for Real-Time Monitoring and Incident Prevention
- **Topic 5:** Best Practices for Integrating AIOps with Existing ITSM Frameworks
- **Topic 6:** Case Study: AI in Action for Incident Management
- **Reflection & Review:** Key takeaways and AI tools for effective incident management

AGILE LEADERS
Training Center

Day 3: AI and Post-Deployment IT Security

- **Topic 1:** Post-Deployment IT Security: The Role of AI
- **Topic 2:** AI for Vulnerability Management and Security Incident Prevention
- **Topic 3:** Securing Service Delivery with AI-Powered Tools
- **Topic 4:** Incident Management in the Context of IT Security
- **Topic 5:** Ensuring IT Service Continuity with AI and Automation
- **Topic 6:** Case Study: AI-Driven Security for Post-Deployment IT Solutions
- **Reflection & Review:** Evaluating AI's impact on post-deployment security

Day 4: Leveraging AI for Service Desk Automation

- **Topic 1:** Automating IT Service Desk Operations with AI
- **Topic 2:** AI for Ticketing, Routing, and Prioritization
- **Topic 3:** Chatbots and Virtual Assistants for IT Support
- **Topic 4:** Using AI to Enhance Self-Service Options in ITSM
- **Topic 5:** Integrating AI for Improved User Experience and Service Efficiency
- **Topic 6:** Case Study: Service Desk Automation with AI
- **Reflection & Review:** Benefits of AI-powered automation for service desks

Day 5: AIOps for Service Performance Optimization

- **Topic 1:** AIOps for Real-Time Performance Monitoring
- **Topic 2:** Predictive Analytics for Service Performance Management
- **Topic 3:** Automating Performance Remediation with AIOps
- **Topic 4:** Integrating AIOps with SLAs/OLAs to Meet Performance Targets
- **Topic 5:** Using AI to Analyze and Optimize Service Delivery
- **Topic 6:** Best Practices for AIOps in Performance Monitoring
- **Reflection & Review:** Key learnings on leveraging AIOps for optimal service performance

AGILE LEADERS
Training Center

Day 6: AI for IT Security in Service Management

- **Topic 1:** Integrating AI with IT Security Frameworks for ITSM
- **Topic 2:** AI for Threat Detection and Prevention in IT Services
- **Topic 3:** Automating Security Incident Responses with AI
- **Topic 4:** Enhancing Risk Management and Compliance with AI
- **Topic 5:** AI for Real-Time Monitoring and Anomaly Detection
- **Topic 6:** Case Study: AI in IT Security for ITSM
- **Reflection & Review:** Understanding AI's role in strengthening IT security within ITSM

Day 7: Governance and Management of AI-Powered IT Services

- **Topic 1:** AI Governance in IT Service Management
- **Topic 2:** Best Practices for Managing AI-Driven IT Operations
- **Topic 3:** Ensuring Compliance with AI-Enabled ITSM Processes
- **Topic 4:** Measuring the Impact of AI on Service Delivery and Performance
- **Topic 5:** Scaling AI in Service Management for Large Enterprises
- **Topic 6:** Case Study: Governance and Management of AI in ITSM
- **Reflection & Review:** Key insights into managing AI and ensuring service governance

Day 8: Advanced Performance Measurement with AI

- **Topic 1:** AI-Driven Metrics for Service Performance Analysis
- **Topic 2:** Setting KPIs and SLAs in AI-Powered ITSM
- **Topic 3:** Measuring ROI from AI Integration in Service Management
- **Topic 4:** Benchmarking IT Performance with AI Tools
- **Topic 5:** Using AI to Track and Report Service Quality
- **Topic 6:** Case Study: AI in Performance Analytics and Reporting
- **Reflection & Review:** Evaluating the effectiveness of AI in service performance measurement

AGILE LEADERS
Training Center

Day 9: Implementing AIOps for Continuous Service Improvement

- **Topic 1:** Continuous Service Improvement with AIOps
- **Topic 2:** AI-Driven Anomaly Detection for Service Enhancement
- **Topic 3:** Automating Incident Remediation for Faster Resolutions
- **Topic 4:** Using Machine Learning to Improve Service Desk Efficiency
- **Topic 5:** Developing a Roadmap for AIOps Adoption and Integration
- **Topic 6:** Case Study: Implementing AIOps for Continuous Improvement
- **Reflection & Review:** How AIOps can drive ongoing improvements in IT service delivery

Day 10: The Future of AI in IT Service Management

- **Topic 1:** Emerging Trends in AI and IT Service Management
- **Topic 2:** The Future Role of AIOps in IT Operations
- **Topic 3:** AI's Impact on IT Service Management: What to Expect Next
- **Topic 4:** Preparing for AI Integration in ITSM: Steps to Success
- **Topic 5:** Advanced Use Cases for AI in IT Service Delivery
- **Topic 6:** Building an AI-Ready IT Service Management Strategy
- **Reflection & Review:** Final thoughts and preparing for AI's future impact on ITSM

FAQ:

What specific qualifications or prerequisites are needed for participants before enrolling in the course?

Participants should have a basic understanding of IT Service Management ITSM processes and concepts. Familiarity with cloud technologies and service management platforms will be beneficial.

How long is each day's session, and is there a total number of hours required for the entire course?

Each day's session will last approximately 4-5 hours, including breaks and interactive activities. The total course duration is five days, with approximately 20-25 hours of instruction.

How does AIOps differ from traditional ITSM approaches, and why should I care about its integration?

Traditional ITSM approaches rely heavily on manual processes, which can be slow and reactive. AIOps uses AI to automate and enhance IT operations, making them faster, more efficient, and proactive. This integration allows IT teams to identify, manage, and resolve incidents more effectively, improving service delivery and reducing downtime.

AGILE LEADERS
Training Center

How This Course is Different from Other AI in IT Service Management Courses:

Unlike other courses that focus solely on theoretical concepts, this course integrates practical, hands-on applications using real AI tools for ITSM. Participants will be able to work with AIOps platforms, engage in case studies, and implement AI-driven solutions directly applicable to their work environments. The course provides in-depth knowledge on AI for IT operations and how it enhances incident prevention, service protection, and security automation across various IT infrastructures.