



Introduction to Service Management

Course: Methodology Basics

Starting position

Many companies are planning the introduction of business service management or are in the middle of such a project. Others have already implemented solutions and are meanwhile thinking about the integration into or replacement by a new framework. Many of these projects fail or do not have the desired success despite large investments. Reasons for that are the high complexity, an insufficient methodical approach or the lack of a continuous overall concept. We have the solution!

Our bE_Methodo® is a modular approach taking all aspects into account and ensuring a binding congruency between customer and product view.

Course objective

Within our course “Methodology Basics” you will learn to understand the complexity and how to handle it. You will gain an overview of the whole service and business service management topic. Starting with the business model through to our five established steps and successful service and business service management you will hear about all necessary basics to understand the topic holistically. In addition, exercises from the practice will complement the course in order to give you a practical reference. The taught methodology as well as the training material will allow you to autonomously initiate the right steps after the course day and help provide a good basic understanding to evaluate further projects.