



EBITA Consultancy Services

Align Business-IT. Realize synergies!



SNOC Course Outline

Course Title: SNOC Course Outline

Delivery Mode: Classroom

Duration: 3 days

Course Description

Providing the new recruits 'near real-time' experience in terms of execution of day-to-day operations. Contextualized in Network Operations Center (NOC), in due course new recruits will be conversant with processes like – Event Management, familiarization with standard operating procedures, operating principles of monitoring tools. The participants are expected go through scenarios which could depict near real-time situations that would make them ready for projects.

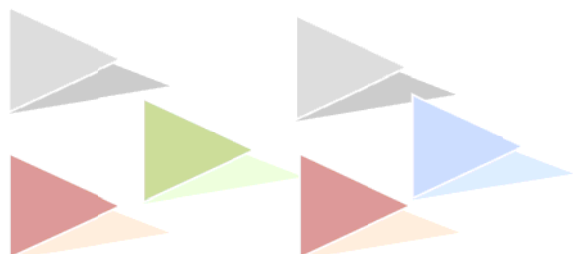
SNOC is a program intended to impart Foundation level skills required for providing L1 support in an IT Infrastructure Management Services area. This program will enable the participants to learn about IT Infrastructure components from a service oriented approach. At the end of the program the participants are expected to be ready for providing L1 support for these Infrastructure Management Services. This program is targeted for Under-graduates (Diploma holder), Graduates, and Masters with no prior work experience.

Audience

College pass outs. BE, B.Tech and any degree who wants to get into the L1 Support of Infrastructure management services area.

www.ebita.co.in

Channel Partner to IT Preneurs Ltd.,





EBITA Consultancy Services

Align Business-IT. Realize synergies!



Learning Objectives

At the end of the program the participant will be able

- To understand Event Management process and its interfacing processes like Incident, Problem and Change Management.
- To perform Level 1 support in Infrastructure Management Services, equipped with necessary skills and knowledge.
- To understand and work with respect to the "Services Rendered" and the "Components" that support the Services.
- To understand and play his/her "Role" in the entire Ecosystem of IT-Infrastructure Management.

Why Training from EBITA?

Case Study & Group discussions Based learning

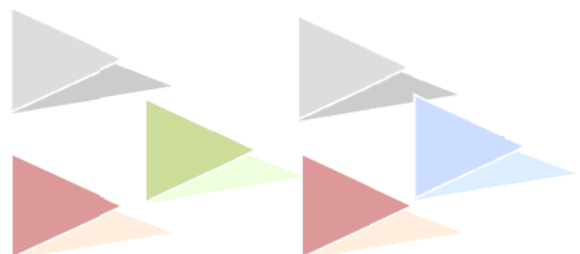
- We believe in '**experiential learning**' and we enable this through a **case-study approach**. All the concepts of ITIL Foundation will be through a case-study which will depict a **near-real time scenario**.
- Participants will be encouraged to take active part through **group-discussions** - the classroom will be split into groups and each group will have to address a part of case study.
- Participants will be able to **relate concepts** to their working world, also help them to go back and attempt **application of concepts**

Course Material

It's been our endeavour to bring **the best-of-the-class** training programs of which **course material** is critical component. The course material is result of **in-depth, innovative and tested design philosophy**. Carefully designed and created by experts from various levels.

www.ebita.co.in

Channel Partner to IT Preneurs Ltd.,





EBITA Consultancy Services

Align Business-IT. Realize synergies!



Our Team of Mentors

- Has more than **2 decades of experience** in IT and Is **Certified** in **ITIL V3 Foundation, Intermediate & Expert, CLOUD** and **Accredited as Trainers**
- Has successfully **trained Corporate and Individuals on ITSM (ITIL)**
- Has helped Organizations implement ITIL processes and achieve **operation efficiencies, improved quality of services**
- Has **advised and worked** with **ITSM Product** Company **align product to ITIL**
- Has helped organizations towards **successful assessments** of **Information Security Mgmt Systems (ISO 27001)**

Agenda:

Day1	Day2	Day 3
1. Course Introduction	4. Incident Management and its Lifecycle	7. Scenario based Event/Incident Management
2. Introduction to Event Management	5. Different source of events and Incidents	
3. Overview of Event Management tool	6. Scenario based Event/Incident Management	

www.ebita.co.in

Channel Partner to IT Preneurs Ltd.,

