

Datacom Systems

Datacom Systems is a leader in IT services and one of Australasia's largest privately owned IT Services companies. They provide reliable, innovative and industry leading IT solutions and services such as data centres, Datacom cloud services, systems management, service desks, business information systems, data centre services and managed print services.

ITILstudy provided an intensive training for ITIL® Foundation course to employees of Datacom Systems located in East Perth, Western Australia in 2012. The participants hailed from service desk, application management, technical management, information security management and strategic decision making management teams of the organization.

The classroom instructions covered all the five service lifecycle stages delving several topics, including processes, concepts, functions, roles and responsibilities, technology and architecture and key principles and models. The training imparted was aimed at helping participants gain the appropriate practical knowledge and the certification at the same time. A simulated case study, which was in line with the kind of services and solutions they provide, was used to relate the concepts and processes of the ITIL framework in depth. It assisted the participants to relate to their processes and work, providing further understanding and seeing the interdependencies across different business functions in their organization from the ITIL angle, thus enabling them to implement and follow best practices.

Another major area which helped the participants was internal supporting services as that is another domain, they have an expertise in. The interactive training session served as a platform for inputs and exchange of ideas which was further refined in line with the best practices of ITIL based on Service level management and Service operation processes of ITIL framework.