Technical Management

ITILv3 Foundations

JD JASON DION
TRAINING THE CYBER SECURITY WORKFORCE

Technical Management

- Responsible for the procurement, development, and management of the technical skill sets and resources required to support the infrastructure and the ITSM efforts

- Provides technical resources to all phases of the ITIL Lifecycle

Primary Role

- Ensure that the Service Provider has the right skill sets available to deliver the services it offers to its customers

- Usually divided into specialty areas:
  - Networking
  - Security
  - Databases
  - Storage
  - Servers
  - …and more