

HumanisingIT™

Rethinking IT Service, to make it human centred

● **Attractive & Exclusive fee, specially for India**



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Award-winning training & certification





TRAINING AND CERTIFICATION

Our Humanising IT™ training isn't just about learning; it's about transformation. It's an opportunity to earn a certification that signifies your proficiency in this innovative approach to IT service management



WHAT'S DIFFERENT ?

- ♦ At its core, the course equips IT professionals with practical guidance needed to integrate human-centered design principles into IT service management.
- ♦ Students embark on a journey that places the human experience at the forefront of IT service delivery.
- ♦ From understanding the strategic implications of human-centered design to the hands-on application of principles in real-world scenarios



THE WHY

Traditional best practice ITSM frameworks (like ITIL) are failing users, organisations and IT professionals.

Users are not getting the service quality they expect, organisations are struggling with inefficiencies and lack of agility, and IT professionals feel dis-engaged.



HUMAN CENTRED DESIGN

Human-centred design involves understanding users' perspective and creating solutions that are intuitive, accessible, and meaningful for the people who will use them.



HUMANISING IT

Humanising IT integrates principles, tools & techniques from human-centred design into IT service management.

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