

NAGARJUNA
COLLEGE OF MANAGEMENT STUDIES

IQAC, IIC & Pragyan Science Forum

Jointly Organises a Guest Talk on

Career and Growth in IT Service Management (ITSM)

Resource Person

Mr. Vasudev C M

Senior System Operations Analyst
FIS Global



9th December, 2023



11:15 A.M.

Venue: Seminar Hall

PRINCIPAL

NAGARJUNA COLLEGE OF MANAGEMENT STUDIES

Chikkaballapur-562101



NAGARJUNA COLLEGE OF MANAGEMENT STUDIES

(Affiliated to Bengaluru North University, Approved by AICTE Recognized by the Government of Karnataka)

Chickamarali Village, Doddamarali Post, Nandi Hobli, Chikkaballapura Taluk & District -562101



Department of Science

In Association with IQAC, IIC & Pragyan Science Forum

Report on Guest Talk On Career and Growth in IT Service Management(ITSM)

Date: 9th December, 2023

Place: Seminar Hall (NCMS)

Class: Final year BSC, BCA(F1 & F2), Second year BSC.

No of Participants: 120

Learning objectives:

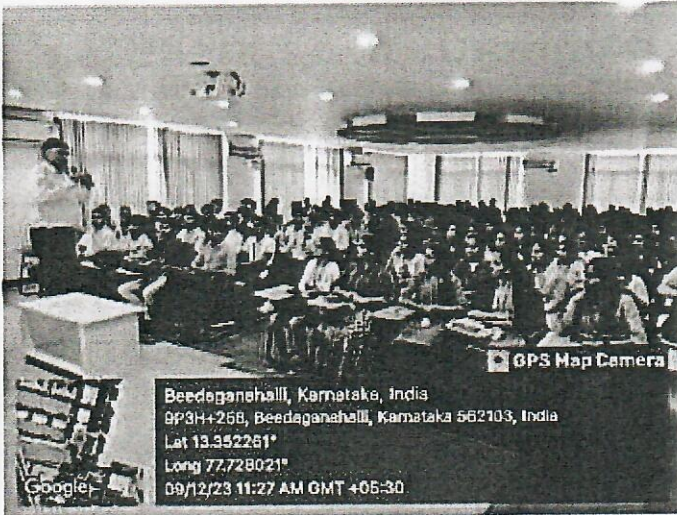
- To encourage the students to think in the direction of Service Management as a career opportunities.
- To motivate students to be self-driven.
- To inspire students to pursue certifications in ITSM.
- To enhance students with the IT service processes in a corporate system.
- To approach of real-life problem, Analyze the problem, strategies to be followed to solve the problem and solution for the problem in the Service management sector.

Brief write up about the program:

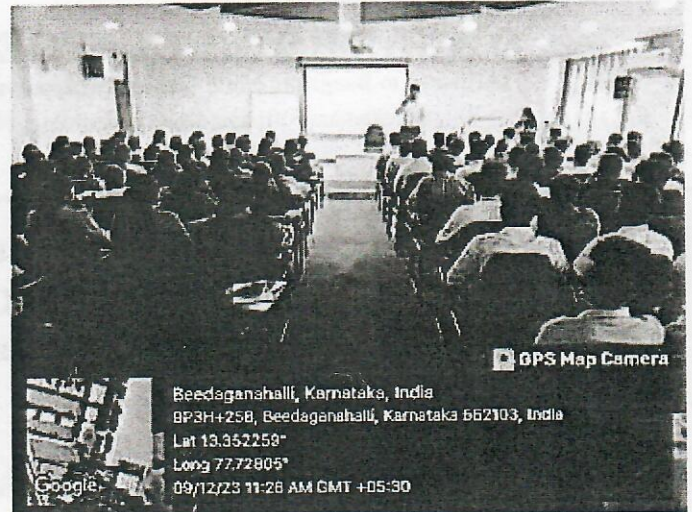
On 9th December 2023, the students of BSC and BCA had an opportunity to attend an Informative Session by Mr. Vasudev CM, Senior System Operations Analyst at FIS Global. The title of the program was Career and Growth in IT Service Management(ITSM), to encourage and inspire young students to get into the Corporate sector. Vasudev inspired the participants with his story by sharing his varied and wide experience in working in Service Management desk. The session concluded after a question and answer session in which students interacted with the resource person to learn different situations and aspects of getting into ITSM.

Learning outcomes:

- This enhanced the students to develop a corporate mindset focused on innovation, risk-taking and problem solving.
- Students gained theoretical knowledge on various ITIL processes like IT Service Desk/Operations/Event Monitoring, Incident Management, Problem Management, Change Management ect.
- Students were given insights on certification courses such as PMP, PMO, ITL, SCRUM.



Beedaganahalli, Karnataka, India
 9P3H+258, Beedaganahalli, Karnataka 562103, India
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 Long 77.728021°
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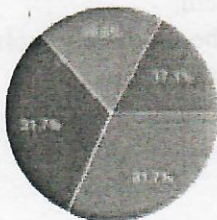
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 9P3H+258, Beedaganahalli, Karnataka 562103, India
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FEEDBACK LINK:

https://docs.google.com/forms/d/e/1FAIpQLSdUzCpZ2ZaAinI0Z5yucZ5RaHNwaMMgsT33Y8eM4GaH9M3AuA/viewform?usp=sf_link

FEEDBACK OF STUDENTS:

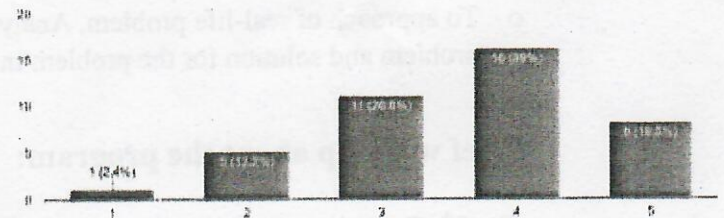
Section
 41 responses



- F1
- F2
- 2nd BSC
- 3rd BSC

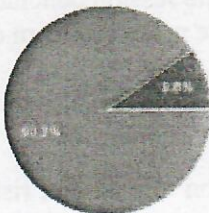
How would you rate the overall effectiveness of the guest talk on Guest talk on Career and Growth in ITSM?

41 responses



Did the guest speaker provide clear explanations and examples during the session?

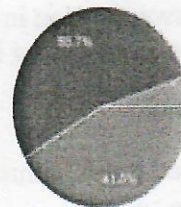
41 responses



- Yes
- No

Did the guest talk enhance your understanding of the practical aspects of Guest talk on Career and Growth in ITSM?

41 responses



- Yes, more than enough
- Enough
- No Enough

[Signature]
Mrs. Vidyashree HR
 (Report prepared by)

[Signature]
Mrs. Meena
 (IQAC)

[Signature]
Dr. Anandamma N
 (Principal)

[Signature]
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