HUMANIZING IT

Course Code: 992924

Humanizing IT™ is a groundbreaking approach that integrates human-centered design into IT service management.

Humanizing IT™ is a groundbreaking approach that integrates human-centered design into IT service management. It focuses on improving the way IT services are designed, delivered, and experienced by ensuring they are intuitive, efficient, and aligned with real user needs. By bridging the gap between traditional process-driven IT frameworks and user experience, Humanizing IT™ transforms IT service management into a people-first discipline.

Designed for IT professionals across all levels, including service desk analysts, IT managers, and CIOs who wan to enhance their understanding of human-centered design in ITservice management, the Humanizing IT certification is offered in two modalities:

- A self-paced app which takes 6-8 hours to complete
- A one-day instructor-led master-class which includes the self-paced app as prework for the class.

What You'll Learn

Adapt to the Changing Demands of IT Service Management with the HIT Double Diamond Framework (DDF™)

Navigate the increasing complexity of IT service management by leveraging the HIT DDF™ to align user needs to organizational goals, while respecting the operational complexity and constraints of IT organizations.

Challenge What You Think You Know

Utilize tools within the HIT DDF™, such as RIPP (Recognizing the Initial Perceived Problem) and Experience Lens Mapping, to challenge assumptions, identify gaps, and rethink outdated IT service management practices.

Equip Yourself with Human-Centered Design Skills

Turn insights into actionable priorities using techniques like Affinity Mapping, Synthesis, and Problem Framing, ensuring solutions address both user and business needs.

Who Needs to Attend

The certification is ideal for IT professionals across all levels, including service desk analysts, IT managers, and CIOs who want to enhance their understanding of human-centered design in IT service management.

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VIRTUAL CLASSROOM LIVE	$1,495 USD	1 Day

Oct 17 - 17, 2025 | 8:30 AM - 4:30 PM EDT

Dec 12 - 12, 2025 | 8:30 AM - 4:30 PM EST

Feb 20 - 20, 2026 | 8:30 AM - 4:30 PM EST

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ON-DEMAND	$495 USD

Visit us at www.globalknowledge.com or call us at 1-866-716-6688.

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