



Service Transition & Operations Management Course

A platform To get your Dream Job



<https://careercracker.com>





Company History

- More than 56+ dedicated tutors.
- More than 1965+ students placed.
- Average CTC (Year 2024-2025) – 18 LPA
- Max CTC (Year 2024-2025) - 36 LPA
- Highest Compensation Course – Service Transition & Operations Management
- Companies Our students work at – Google, Delloite, Microsoft, TCS, Morgan Stanley, HCL, Tech Mahindra, Wipro, Capgemini, Infosys, Accenture and many more.





WHAT IS STOM COURSE?

- **Trains you in Service Transition & Operations Management**
- **Covers Incident, Major Incident, Problem and Change Management**
- **Explains how IT teams restore impacted services**
- **Focuses on reducing downtime and business impact**
- **Includes ITIL practices and ServiceNow-based scenarios**

WHAT DOES AN INCIDENT MANAGER DO?

- **Manages IT incidents from start to closure**
- **Assesses business impact and priority**
- **Coordinates technical teams during outages**
- **Drives bridge calls and tracks action items**
- **Escalates delays and shares stakeholder updates**
- **Ensures quick service restoration and business continuity**

WHY STOM COURSE IS THE RIGHT FIT FOR YOU?



Strengths

- Easy to grasp curriculum
- 45 days Duration
- Hands on training
- Experienced Instructors
- Flexible Learning Options
- Tools Training
- Career Guidance and Support upto 3 months after placement



Incentives

- Excellent Work life balance + Avg CTC 18 LPA
- High Compensation Packages
- Joining Bonus Provided in 80% companies
- Offshore Opportunities
- Job Security



Opportunities

- Dedicated Placement Cell
- High-Demand Managerial Roles
- More than 1500+ HR connections
- Industry Connections
- Mock Interviews and Resume Building
- Live Scenario Training
- Flexible Career Paths



Pay After Placement

- The only institution in the market that charges no huge upfront fees, requiring only a nominal amount to cover operational costs during your course.



Job titles of successfully placed students

Major Incident Manager
Change Manager
Problem Manager
ITIL Service Lead
ITSM Manager
IPC Lead
Service Delivery Manager



Compensation Package

Average Salary - 18 LPA
Max Salary - 36 LPA
Min Salary - 10.5 LPA
Joining Bonus: 20% of salary



High Placement Ratio

EMPLOYMENT REPORT

93% of Students got placed within one month of Course completion.

Industry of employed students:

Consulting

Tech & Telecommunications

Financial Services

Product Based Company

Service Based Company

Why Companies Pay High Salaries to Incident/Problem/Change Managers? Major IT Incidents and Financial Losses

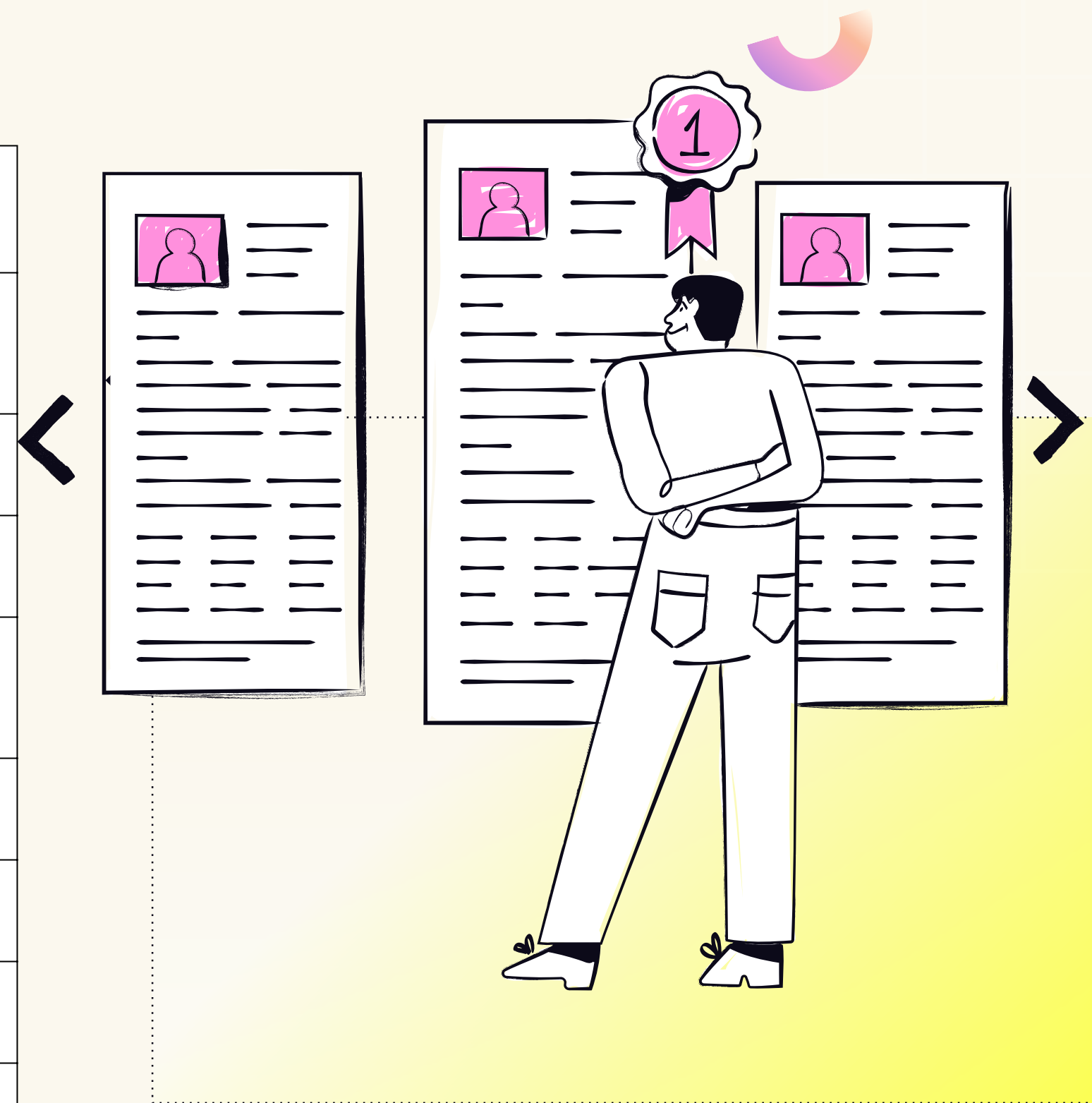
Company Name	Short Description of Incident	Losses Incurred / Impact
Microsoft (CrowdStrike BSOD Outage, 2024)	A faulty CrowdStrike Falcon update triggered the Blue Screen of Death on millions of Windows systems globally.	Estimated \$1.5–2 billion in worldwide productivity loss; airlines, hospitals, and banks heavily impacted.
Amazon Web Services (AWS Outage, 2023)	A network configuration issue caused widespread downtime across major clients including Netflix, Slack, and Disney+.	Estimated \$150 million+ in combined business losses for affected companies.
Meta (Facebook, WhatsApp, Instagram Outage, 2021)	A DNS misconfiguration took Facebook's backbone network offline for over 6 hours.	Lost approximately \$100 million in ad revenue, and \$6 billion wiped off market value in one day.

Why Companies Pay High Salaries to Incident/Problem/Change Managers? Major IT Incidents and Financial Losses

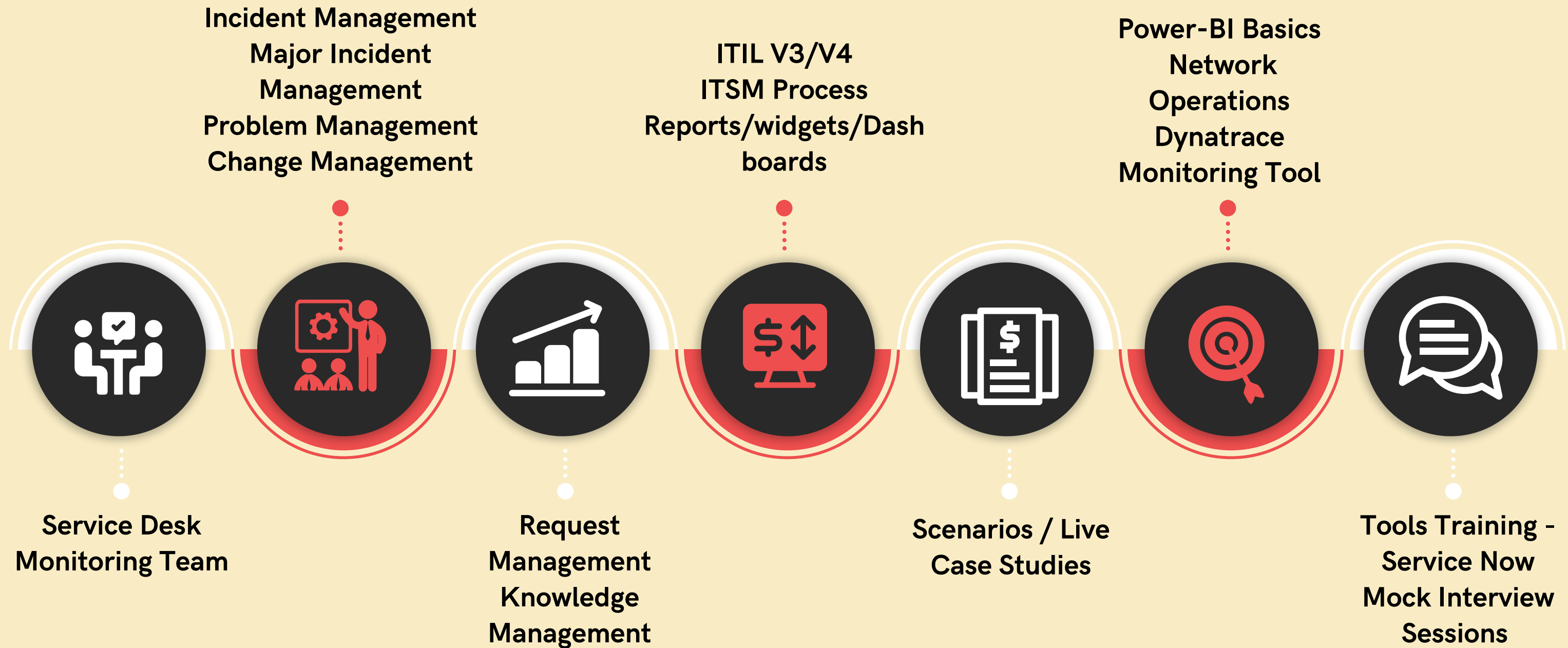
Google Cloud (Network Outage, 2022)	Network configuration issue disrupted services for Spotify, Snapchat, and Google Workspace users.	Estimated \$50 million+ in lost business productivity and customer refunds.
British Airways (IT System Failure, 2017)	Power surge and system reboot error caused global flight cancellations and baggage chaos.	Estimated \$100 million in compensation, refunds, and reputational damage.
Delta Airlines (Data Center Outage, 2016)	Critical power control module failure led to hundreds of flight cancellations.	Reported \$150 million in financial losses due to grounded flights.
Equifax (Data Breach, 2017)	Cyberattack exposed sensitive personal data of over 147 million customers.	Cost \$1.4 billion in settlements, fines, and recovery expenses.

HIRING TREND

Type of Company	Companies Hiring for STOM / ITSM Roles
IT Services & Consulting	TCS, Infosys, Wipro, HCLTech, Tech Mahindra, Capgemini, Accenture, LTI Mindtree, Cognizant, Mphasis, Coforge, Persistent Systems, Hexaware
Big 4 & Management Consulting	Deloitte, EY, KPMG, PwC, McKinsey, BCG, Bain & Company
Product & Technology Companies	Google, Microsoft, Amazon, Salesforce, Oracle, SAP, IBM, Lenovo, Fujitsu, ServiceNow
Banking & Financial Services	JPMorgan Chase, Morgan Stanley, Bank of America, HSBC, Axis Bank, HDFC Bank, Citi, Barclays, FIS, MSCI
Telecom & Network Companies	Vodafone, Jio, Airtel, Ericsson, Nokia, NTT Data, Orange Business Services
BPO / IT Operations Companies	WNS, Amdocs, Concentrix, Genpact, Teleperformance, Diebold Nixdorf
Pharma & Manufacturing Companies	Novo Nordisk, Siemens, Schneider Electric, Bosch, Honeywell, Kone Elevator
Media, Data & Research Companies	Thomson Reuters, NielsenIQ, Refinitiv, S&P Global



STOM Roadmap



Course Highlights



**Innovative &
Collaborative**

Duration

45 Days

Timings

8:30Pm-9:30Pm

Schedule

Regular Classes
MON - FRI

Hands On / Live Scenarios

Sat - Sun
Morning or Evening

Assignments

Assessments
Mock Interviews
Group Project

Doubt Sessions

Sat - Sun
& when needed

Who Should Enroll in Service Transition & Operations Management Course?

1

Individuals returning from career breaks who want to kickstart an IT career with attractive salary packages

3

Candidates seeking a process-focused position without needing deep technical expertise



2

Recent graduates aiming for entry into IT in managerial roles

4

IT professionals looking to pivot into operations management for improved work-life balance and higher compensation.

PREREQUISITES TO JOIN THIS COURSE 1) Graduation in any field except medical fields like Nursing, Biotechnology etc 2) Good Communication Skills

Fee Structure



Onboarding Fees:

INR 15000 (Inclusive of GST)

Note: If you only want to join to upskill and do not require placement support you are welcome and will only need to pay Onboarding fees

After Placement Fees: (In 3 Installments)

1st Installment - Within 3 days of joining any company physically or virtually if it is a work from home position.

2nd Installment - Must be paid when your first month salary is credited.

3rd Installment - Must be paid when your second month salary is credited.

Salary Bracket	Total After-Placement Fee	Payment Split in Installments
Less than ₹6 LPA	₹50,000	₹25,000 + ₹25,000
₹6 LPA to ₹10 LPA	₹1,00,000	₹50,000 + ₹25,000 + ₹25,000
₹10 LPA to ₹15 LPA	₹1,50,000	₹80,000 + ₹35,000 + ₹35,000
Above ₹15 LPA	₹2,00,000	₹1,00,000 + ₹50,000 + ₹50,000

Onboarding Process



Step 1 - Attend all Demo lectures carefully understand the value we are offering and whether it is aligning to your goals. After completion of this step Register mandatorily on www.careercracker.com

Step 2 - After completion of demo sessions Pay the Onboarding fees before the regular classes begin Regular classes dates can be found on website (www.careercracker.com) or will be informed in demo lecture itself.

Step 3 - You can pay directly through website or use the QR code we will provide you on WhatsApp.

Official whatsapp number is: +91-7718815589

Step 4 - Once payment is completed, send us the proof of transaction (Screenshot) on our official whatsapp number mentioned above. Once payment is received you will be added to separate telegram channel.

SYLLABUS - SERVICE TRANSITION & OPERATIONS MANAGEMENT



Module 1: ITSM & ITIL Fundamentals

ITSM overview, ITIL V3/V4 basics, service lifecycle, IT services, SLA, OLA, KPI, priority, impact and urgency.



Module 2: Incident Management

Incident lifecycle, ticket logging, categorization, prioritization, assignment groups, escalation, SLA tracking, resolution and closure.



Module 3: Major Incident Management

P1/P2 handling, bridge call management, stakeholder communication, service impact notification, outage timeline, recovery coordination and PIR.

SYLLABUS - SERVICE TRANSITION & OPERATIONS MANAGEMENT



Module 4: Problem Management

Problem lifecycle, recurring incident analysis, RCA, 5 Whys, Fishbone analysis, known error, workaround, permanent fix and problem closure.



Module 5: Change Management

Standard, Normal and Emergency changes, RFC, risk and impact assessment, CAB/ECAB approval, implementation, rollback, testing and PIR.



Module 6: ServiceNow Practical Training

Incident, Problem and Change tickets, work notes, additional comments, assignment, dashboards, reports and real ticket scenarios.

SYLLABUS - SERVICE TRANSITION & OPERATIONS MANAGEMENT



Module 7: Monitoring & IT Operations

Service Desk, monitoring alerts, Dynatrace basics, network operations, application availability, infrastructure issues and business impact analysis.



Module 8: Documentation & Communication

Bridge logs, incident updates, executive summaries, RCA reports, PIR reports, change summaries and stakeholder emails.



Module 9: Live Scenarios & Case Studies

Real-world incidents, major outages, recurring issues, failed changes, emergency changes and service restoration examples.

SYLLABUS - SERVICE TRANSITION & OPERATIONS MANAGEMENT



Module 10: Interview & Placement Preparation

Mock interviews, resume building, scenario-based questions, communication practice and role-based preparation for Incident Manager, Problem Manager and Change Manager roles.

CONTACT INFORMATION

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