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A platform  
To get your Dream Job.



<https://careercracker.com>

## Transforming Career Aspirations into Successful Placements

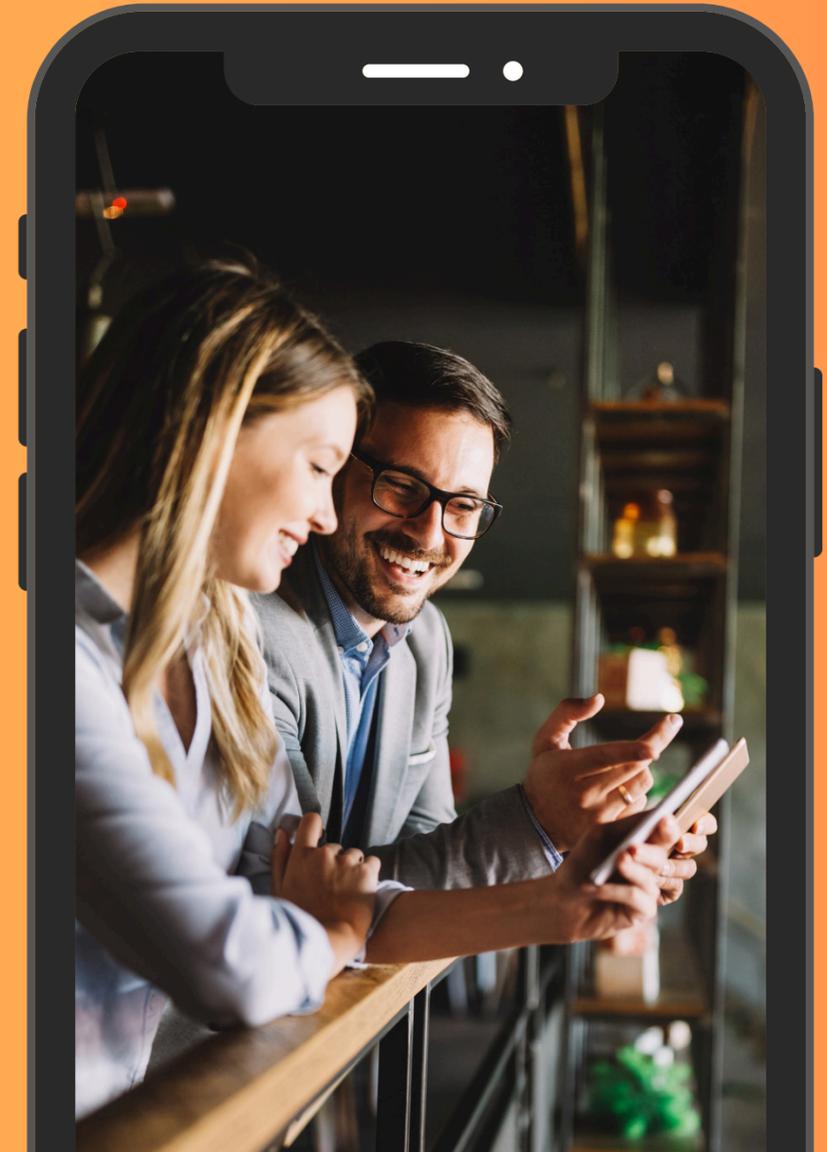
### Demo Session Batch-20 : Service Transition & Operations Management Course

FUELING  
AMBITION,  
DELIVERING  
SUCCESS

Established  
Since

2021

100%  
Placement  
Guaranteed





# 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.

# 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 PARTNERS

TCS , CapGemini, Accenture, Infosys,  
Tech Mahindra, HCL, Wipro, Salesforce, LTI  
Mindtree, Jp Morgan & Chase, Vodafone, Jio,  
Morgan Stanley, Mckinsey, BCG, Bain &  
company, ITC Infotech, Google, Microsoft,  
Deloitte, Amdocs, Amazon, Fujitsu, IBM, Sap,  
Bank of America, Axis Bank, Hdfc Bank, FIS,  
MSCI, Lenovo, NTT Data, WNS, Novo Nordisk,  
Diebold Nixdorf, Oracle,  
HSBC, Thomson Reuters, KPMG, Ericson,  
Nokia, EY, Kone Elevator.



# STOM Roadmap



# Course Highlights



**Innovative &  
Collaborative**

## Duration

45 Days

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## Timings

8:30Pm-9:30Pm

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## Schedule

Regular Classes  
MON - FRI

## Hands On / Live Scenarios

Sat - Sun  
Morning or Evening

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## Assignments

Assessments  
Mock Interviews  
Group Project

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## Doubt Sessions

Sat - Sun  
& when needed

# Who Should Enroll in Service Transition & Operations Management Course?

- Individuals returning from career breaks who want to kickstart an IT career with attractive salary packages
- Recent graduates aiming for entry into IT in managerial roles
- Candidates seeking a process-focused position without needing deep technical expertise
- IT professionals looking to pivot into operations management for improved work-life balance and higher compensation.

**Who Is eligible for this course?**

**Everyone who is graduate in any field. Since its a non tech - process oriented role.**

# Fee Structure

## **Onboarding Fees:**

INR 15000

## **After Placement Fees: 2 Lakh INR (In 3 Installments)**

1<sup>st</sup> Installment - 1 Lakh INR must be paid within 3 days of joining any company physically or virtually if it is a work from home position.

2<sup>nd</sup> Installment - 50 Thousand INR must be paid when your first month salary is credited.

3<sup>rd</sup> Installment - 50 Thousand INR must be paid when your second month salary is credited.

# 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](http://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](http://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.

**Note: We only have one whatsapp number all official communication will happen through that number only, When making any payment towards careercracker academy make sure you are making payments on the details provided through official whatsapp number only.**

**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 in a nutshell



# LEARNING OBJECTIVES

## Introduction to IT Service Management (ITSM)

- Overview of ITSM and its relevance in modern enterprises.
- Understanding ITIL (Information Technology Infrastructure Library) framework.
- Key concepts: Incident, Problem, and Change Management in ITSM.
- Service Transition and Operations: Definitions and importance.





## Incident Management

- Objective: Restoring normal service operations as quickly as possible.
- Incident Management lifecycle and its role in minimizing service disruption.
- Key processes:
  - Incident detection and logging.
  - Classification, prioritization, and categorization.
  - Incident escalation (functional and hierarchical).
  - SLA management.
  - Incident resolution and recovery.
  - Incident closure and follow-up.



## Incident Management

- Tools and technologies:
- ServiceNow for incident tracking and escalation automation.
- Opsgenie and PagerDuty for on-call management and notifications.
- Real-time collaboration with Slack.
- Metrics and KPIs:
- Mean Time to Acknowledge (MTTA).
- Mean Time to Resolve (MTTR).
- First Call Resolution (FCR).
- Case studies: High-priority incident management, real-world examples, and post-incident analysis.



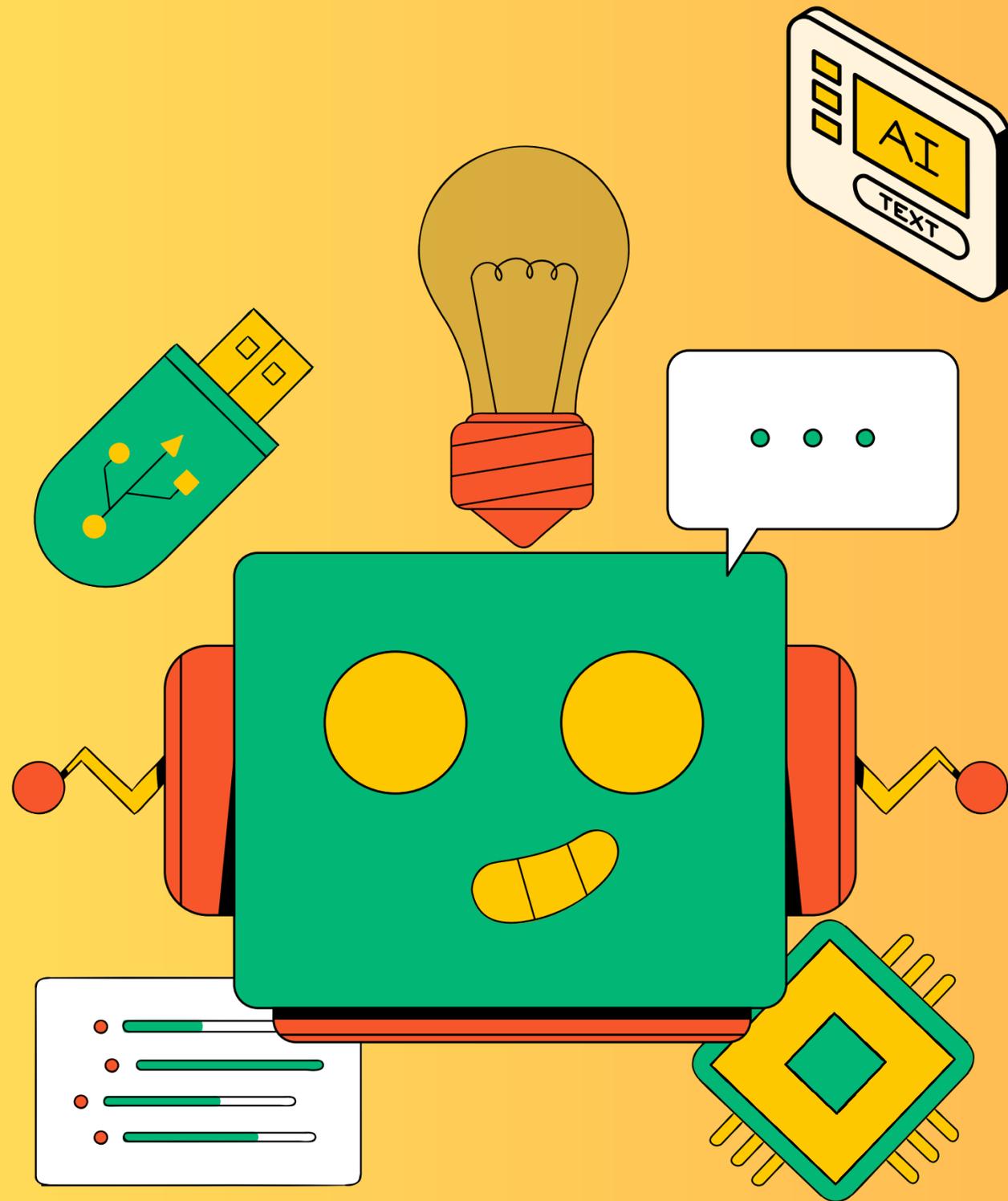
## Problem Management

- Objective: Identifying the root cause of incidents to prevent recurrence.
- Difference between incident and problem management.
- Key processes:
  - Problem detection and logging.
  - Root Cause Analysis (RCA) techniques.
  - Fishbone/Ishikawa diagrams.
  - 5 Whys technique.
  - Problem investigation and diagnosis.
  - Workarounds and known error databases.
  - Problem resolution and closure.



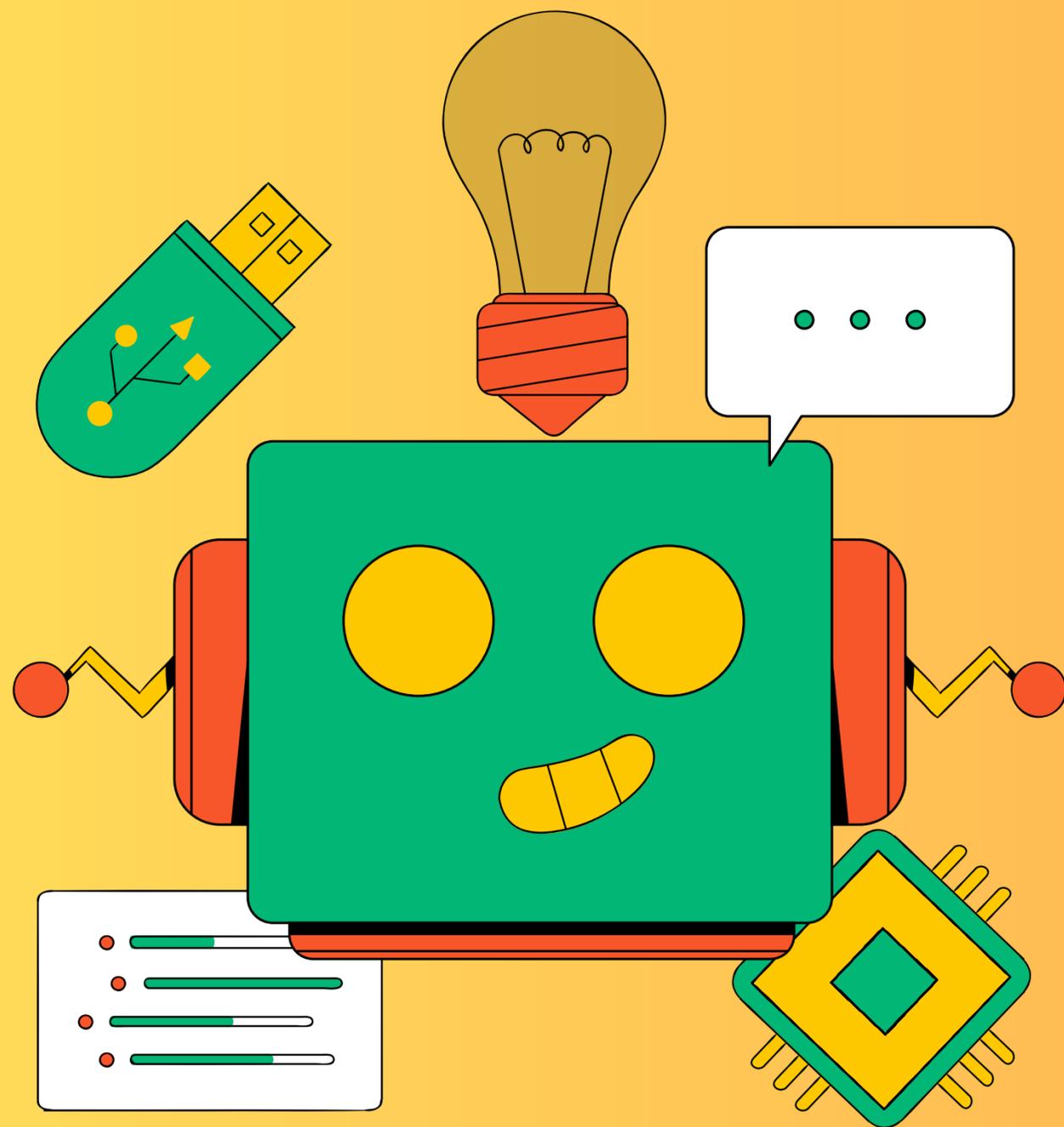
## Problem Management

- Tools and technologies:
- ServiceNow for problem tracking and RCA documentation.
- Jira for collaborative problem-solving and task tracking.
- RCA template creation based on ITIL best practices.
- Metrics and KPIs:
- Reduction in recurring incidents.
- Problem resolution time.
- Case studies: Managing known errors and reducing incident recurrence through effective problem management.



## Change Management

- Objective: Ensuring that changes are implemented with minimal disruption to services.
- Change Management lifecycle:
- Request for Change (RFC) submission and evaluation.
- Change categorization: Standard, Normal, and Emergency changes.
- Impact and risk assessment.
- Change Advisory Board (CAB) process.
- Change implementation and testing.
- Change closure and review (Post Implementation Review – PIR).



## Change Management

- Tools and technologies:
- ServiceNow for RFC processing and tracking.
- Confluence for change documentation.
- Real-time tracking of change progress with Kanban using Trello.
- Metrics and KPIs:
- Number of successful changes.
- Change success rate.
- Post-implementation incidents.
- Case studies: Managing emergency changes and ensuring minimal service disruption.



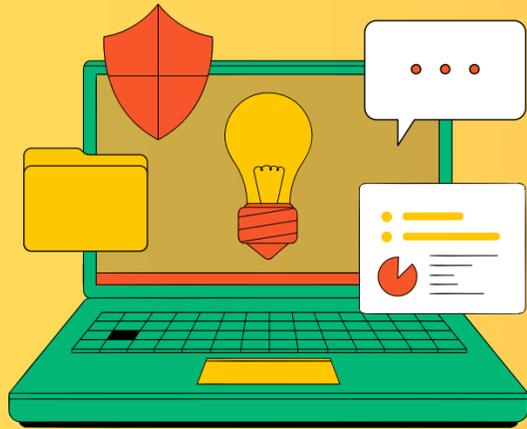
## Service Improvement and Continuous Learning

- Continuous improvement in incident, problem, and change management processes.
- Analyzing trends and identifying improvement areas.
- Post-incident and post-change reviews: Best practices.
- Use of PowerBI for incident, problem, and change performance metrics and reporting.
- Case studies: Implementing service improvement plans.



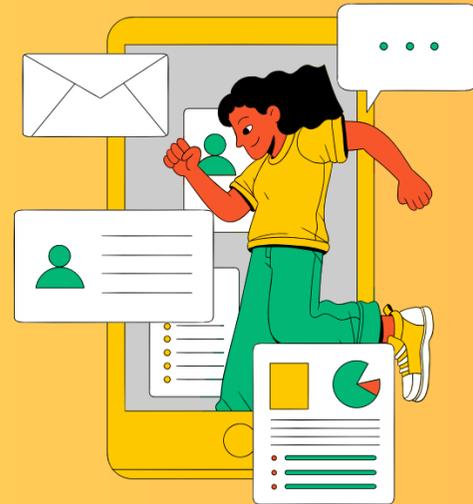
## Hands-On Labs and Tools Training

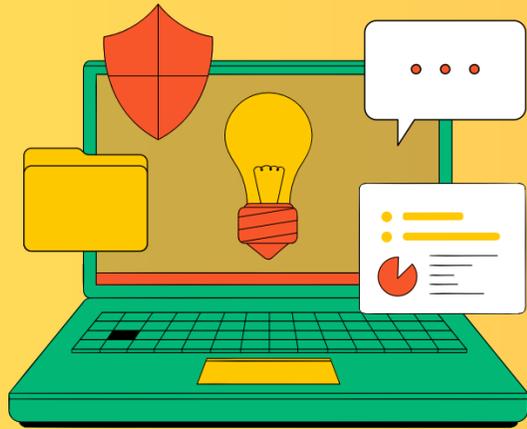
- ServiceNow: Incident, problem, and change management modules.
- Opsgenie/PagerDuty: Setting up on-call schedules and managing incident notifications.
- Jira: Collaborative problem-solving and task management.
- Trello: Kanban boards for tracking incident and change progress.
- PowerBI: Reporting and analysis of incident/problem/change metrics.



## Interview Preparation

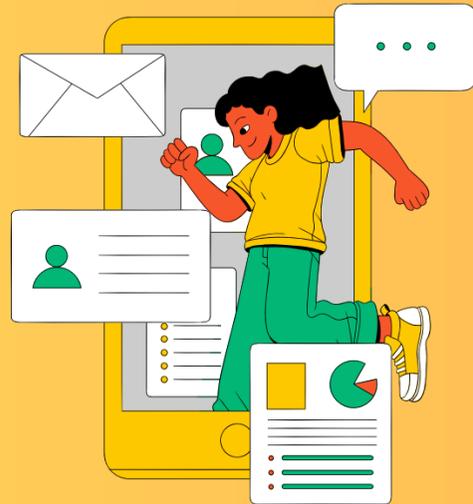
- Mock interviews with incident/problem/change management scenarios.
- Resume building: Highlighting experience with incident, problem, and change management.
- Common interview questions for roles like Incident Manager, Problem Manager, and Change Manager.
- Success stories of students placed in companies like Google, Microsoft, JP Morgan, etc.





## Capstone Project

- Real-world incident management case study simulation.
- RCA and problem management documentation for a major incident.
- Managing a high-risk change request from initiation to closure.



# Contact Us



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