



The image shows a Microsoft Official Course banner. On the left, there is a blue vertical bar. To its right, the Microsoft logo is at the top. Below the logo, the text "Microsoft Official Course" is displayed in white on a dark blue background. To the right of this text is a graphic of colorful, 3D cubes in shades of blue, green, and purple. Below the graphic, the course number "10965A" is written in a large, bold, black font. Underneath the course number, the full title "IT Service Management with System Center Service Manager" is written in a smaller, black font.

Microsoft

Microsoft  
Official  
Course

**10965A**  
IT Service Management with  
System Center Service Manager

This course replaces 10965A - IT Service Management with System Center Service Manager