

IT Methods Plus

a division of Weather To Succeed, Inc.

ITSM Educational Specialists

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ITSM Executive Workshop: How to Succeed with ITIL

Delivery Format: ILT

Duration: 2 Days

Course Description

This **“how to”** workshop is designed to teach IT executives and senior-level managers the skills they need to achieve ITSM success. Highlights of the program include reviewing case studies from across the world to better understand what others have done to define, document and obtain a return on investment from ITSM.

Course Outline

Day 1

ITIL Landscape

- Transforming IT - Linking IT to the Value Chain
- Translating ITIL Terms into Common English and Mapping ITIL Processes to Business Objectives and Functions

Success Traits

- Exploring why two-thirds of those who examine ITIL have had successful implementations
- Debunking popular ITIL “urban legends”

Managing for Success

- Establishing the Framework for ITIL Process Implementation
- Understanding Related Best Practices

Communicating Success

- Preparing for the Project Plan
- Learning How to Communicate

Successful Process Establishment

- Process Planning and Implementation Concepts
- Setting the Stage for Successful Process Implementation

Day 2

Assessing Success

- Answering the Question “Where are we now?”

Measuring Success

- An Adaptable Method for Developing Goals & Supporting Metrics
- Setting the Stage for Successful Process Management and Optimization

Assuring Success

- Assuring Success by Managing Process Quality

Underpinning Success

- Structuring Internal IT Support
- Setting the Stage for ITIL Process Integration

Planning for Success

- Create your own ITIL implementation “road map for success”

Who Should Attend

IT executives, process owners, project managers, process implementation team and managers responsible for the successful implementation of ITSM processes.

Prerequisites – None

Exam – None

Reference Material

Each student will receive a workbook. Other ITSM-related study material and books are available for purchase prior to, or during, the class.

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