

# IT Methods Plus

a division of Weather To Succeed, Inc.

ITSM Educational Specialists

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## ITSM Implementation Workshop: Agree & Define

**Delivery Format: ILT**

**Duration: 4 Days**

### Course Description

This **“how to”** workshop helps IT practitioners **acquire the skills** to plan and implement the Agree & Define process areas (Service Level & Financial Management). Delivered over four days the course features lectures, discussion, team exercises and quizzes. Highlights of the program include producing a Agree and Define process design, integration and technology requirements plan.

### Course Outline

Day 1	Day 2	Day 3	Day 4
Continuous Service Improvement	Service Level Management – Activity Review	Financial Management – Activity Review	Communications Planning
ITSM Concepts	Service Level Management – Managing Activities	Financial Management – Managing Activities	Process Integration
Process Maturity Framework	Service Level Management – Organizing Activities	Financial Management – Organizing Activities	
Process Concepts	Service Level Management – Optimizing Activities	Financial Management – Optimizing Activities	
Project Concepts	Service Level Management – Lab	Financial Management – Lab	
Process Guides			
Goal-Question-Metric (GQM)			
GQM Lab			
Operating Level Agreements			

### Who Should Attend

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

**Prerequisites** - Participants must hold a ITSM Foundation Certificate.

**Exam** - None

### Reference Material

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

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