

IT Methods Plus

a division of Weather To Succeed, Inc.

ITSM Educational Specialists

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ITSM Implementation Workshop: Plan & Improve

Delivery Format: ILT

Duration: 4 Days

Course Description

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

Course Outline

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

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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