

IT Methods Plus

a division of Weather To Succeed, Inc.

ITSM Educational Specialists

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ITSM Implementation Workshop: Support & Restore

Delivery Format: ILT

Duration: 4 Days

Course Description

This **“how to”** workshop helps IT practitioners **acquire the skills** to plan and implement the Support & Restore process areas (Incident and Problem Management) along with the Service Desk function. Delivered over four days the course features lectures, discussion, team exercises and quizzes. Highlights of the program include producing a Support and Restore process design, integration and technology requirements plan.

Course Outline

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