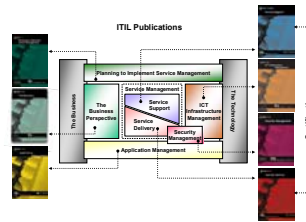


# Advanced IT Service Management

This comprehensive case study based workshop and lecture course provides a powerful yet simple approach to understanding existing processes and transforming them into IT Infrastructure Library (ITIL<sup>1</sup>) conformant processes. Participants learn first hand from our ITIL Master-certified IT consultants how to implement and integrate the IT Service Management processes.

This course exposes participants to Master's class-level course material with a special emphasis on ITIL implementation best practices. It will address the challenges of cultural change that are required for IT transformation. The goal of this course is to enable the participants to improve quality of service, reduce costs, increase efficiency and effectiveness of IT service management processes thus providing a competitive advantage to their corporation.

This practical "how to" approach combines the tools, techniques and methods for developing robust processes that meet your IT Service Management needs. Your real-life problems are discussed and you also have the opportunity to take advantage of your instructor's expertise, gaining practical advice on how to approach your challenges. Real-world examples are demonstrated through-out this course. This course will help you understand how to integrate the people, technology and strategy with sound IT Service Management processes.



## What You Will Learn

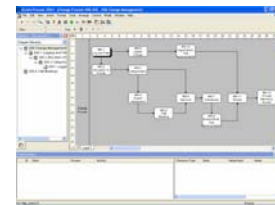
- ◆ How to design Service Management processes
- ◆ How to design CMDB, SLAs, Service Catalog, RFC, CAB, Governance, etc.
- ◆ How to identify and define a Service

<sup>1</sup> ITIL is a Trademark of the OGC

- ◆ The elements of process development using repeatable and reusable modeling techniques and tools
- ◆ Management of Change: How to build teamwork and facilitation skills
- ◆ How to define metrics and key performance indicators
- ◆ How to identify "as-is" and develop "to-be" processes

## What Makes This Course Unique

Our unique use of IT service management tools to illustrate how processes work accelerates the knowledge transfer to the participant. We have created a learning experience that is both exhilarating and enjoyable and based on disciplines learned in executive development programs, underpinned by the total quality management, and an in-depth knowledge of IT provisioning.



## Who Should Attend

Managers and professionals involved in implementing or influencing ITSM transformation.

- ◆ IT Managers and staff
- ◆ ITIL Practitioners and Service Managers
- ◆ CRM Managers
- ◆ Process owners and designers
- ◆ Business Process Re-Engineering Teams
- ◆ Business Analysts
- ◆ Quality Improvement Teams
- ◆ Total Quality Management Teams

## Prerequisite

ITIL foundation certification or knowledge

## Duration

Five days

## Contact Information

(613) 596-5170  
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