

Executive Workshop: IT Service Management _ (1+/- Day)

What is your best option concerning IT Service Management?

How can you improve the Information Technology (IT) services that your organization provides to its customers? The IT Infrastructure Library (ITIL®) is a set of best practices for IT Service Management. It was widely adopted in Europe, and has been embraced by most multi-national corporations. And now the rest of us are learning about it. So, how should we respond? How can we capitalize on these “best practices” without throwing our IT organization into chaos?

Regardless of what your IT practices are now; no matter if you are the champion for ITIL® or uninitiated; whatever your current level of knowledge or understanding about IT Service Management; this workshop will help you to quickly fill in the gaps and make an appropriate decision about how to respond.

This workshop is lead by a Certified ITIL® Expert. It is normally one full day, but depending upon your organization’s need, it can be tailored back to a half-day, or up to two or three days.

During this workshop, you will:

- Fill in any knowledge gaps about IT Service Management and ITIL® that you or others may have
- Frame the issues surrounding the decisions to be made
- Examine the impacts of ITIL® practices on those issues
- Outline a strategy for moving forward
- (Optionally) plan the first steps you will take

Who should attend this course?

- The senior executive responsible for these decisions
- Affected direct reports to the Senior Executive
- (Optional) Specialists in IT processes and quality assurance

Course Outline:

(While every workshop is unique, a generic outline might look like this.)

- Outline the current situation and purpose of the Workshop
 - Questions that must be addressed
 - Constraints that must be honored
- Learn about IT Service Management and ITIL® as needed
 - Bring participants to a common, minimal level of understanding
- Discuss impacts of ITIL® on the IT organization
- Brainstorm options for going forward
 - Critique and prioritize options
- (Optional) Plan an IT Service Management response
 - Agree on a top-level outline for the plan
 - (Breakout sessions) Plan specific activities
 - Embrace and commit to the plan

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