

## **ITSM/ITIL Executive Workshop: How to Succeed with ITIL**

### **Course Summary**

#### **Description**

This "how to" workshop is designed to teach IT executives and senior-level managers the skills they need to achieve ITSM success. Highlights of the program include reviewing case studies from across the world to better understand what others have done to define, document and obtain a return on investment from ITSM.

#### **Topics**

- ITIL Landscape
- Success Traits
- Managing for Success
- Communicating Success
- Successful Process Establishment
- Assessing Success
- Measuring Success
- Assuring Success
- Underpinning Success
- Planning for Success

#### **Audience**

This course is designed for IT executives, process owners, project managers, process implementation team and managers responsible for the successful implementation of ITSM processes.

#### **Prerequisites**

There are no prerequisites for this course.

#### **Duration**

Two days

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### **Course Outline**

#### **I. ITIL Landscape**

- A. Transforming IT - Linking IT to the Value Chain
- B. Translating ITIL Terms into Common English and Mapping ITIL Processes to Business Objectives and Functions

#### **II. Success Traits**

- A. Exploring why two-thirds of those who examine ITIL have had successful implementations
- B. Debunking popular ITIL "urban legends"

#### **III. Managing for Success**

- A. Establishing the Framework for ITIL Process Implementation
- B. Understanding Related Best Practices

#### **IV. Communicating Success**

- A. Preparing for the Project Plan
- B. Learning How to Communicate

#### **V. Successful Process Establishment**

- A. Process Planning and Implementation Concepts
- B. Setting the Stage for Successful Process Implementation

#### **VI. Assessing Success**

- A. Answering the Question "Where are we now?"

#### **VII. Measuring Success**

- A. An Adaptable Method for Developing Goals & Supporting Metrics
- B. Setting the Stage for Successful Process Management and Optimization

#### **VIII. Assuring Success**

- A. Assuring Success by Managing Process Quality

#### **IX. Underpinning Success**

- A. Structuring Internal IT Support
- B. Setting the Stage for ITIL Process Integration

#### **X. Planning for Success**

- A. Create your own ITIL implementation "road map for success"