

ITIL and PM for Effective Service Management

Course Summary

Description

Whether your field is architecture or information technology, successful planning involves a carefully crafted set of steps to planned and measurable goals. In today's fast-paced business environment, this is no simple task. As deadlines get tighter and budgets get smaller, organizations turn to their managers to do more with less. Therefore, successful managers need to replenish their supply of best practices knowledge, practical skills, insightful strategies, and cutting edge concepts to remain a valuable asset to their company.

This course will add a unique set of best practices knowledge combination the capabilities of ITIL Framework and Project Management (PMBOK) to your knowledge base. We will work with you facilitating your understanding of the combined capabilities of ITIL and Project Management in order to implement a more effective Service Management Practice.

Among other elements, the program will explore and discuss the following areas:

- Dependencies among both practices
- ITIL lifecycle progressive phases
- Project Management 9 work areas
- Implementation issues related to ITSM programs
- Program management office and its benefits
- Continuous improvement approach

ITIL is a set of best practices guidance that has become a worldwide-adopted framework for IT Service Management by many Public & Private Organizations. Since early 1990, ITIL has been evolving from focusing on Functions and Processes under versions 1 and 2 to focusing on the Full Service Lifecycle Management under version 3.

In addition to the existing benefits of aligning IT goals and objectives with the business, improving quality and reducing cost of operation; ITSM and ITIL 2011 now emphasizes the following areas:

- Assist in transforming IT Service Management onto a strategic business asset
- Assist in defining and managing the complete lifecycle of IT Service Management Process
- Provide guidance on the development of Services Strategy, the development of Service Design, the Transition of Services from current to desired state, the Implementation and the Continuous improvement of the those Services

The Project Management Body of Knowledge (PMBOK) constitutes the official Project Management Institute (PMI) standards and is used to define the minimum knowledge an individual must possess to be considered a candidate for the Project Management Professional (PMP) accreditation.

Built on the ITIL Framework and the PMBOK (Project Management Body of Knowledge) standards, this program empowers you with the basic skills of both practices necessary to tackle the challenges facing your ITSM projects.

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Course Summary (cont'd)

Objectives

After taking this course, students will be able to:

- Recognize the key concepts and principles of IT Service Management (ITSM)
- Understand the ITIL 2011 Service Lifecycle Framework and its related processes and functions
- Recognize the value of ITIL 2011 to the business and the IT organization
- Explain the Continual Cycle of Improvement
- Define the terms project, project management, program, and portfolio
- Understand the role of the project manager and discover the combination of skills required to be successful in that role
- Discuss some of the constraining forces present on a project
- Understand the concept of phases, life cycles, and Process Groups
- Become aware of life cycle models and their use
- Understand the combined capabilities of ITIL and Project Management
- Comprehend the key elements to implementing a Service Management Practice

Topics

- IT Service Management and the ITIL Framework
- Project Management according to the PMBOK
- ITIL and Project Management Dependencies
- Implementing a Service Management Practice
- What Should I Do Next?

Audience

This course is designed for IT professionals interested in understanding the content and concepts of the new ITIL 2011, as well as understand Project Management based on PMBOK. Others who would find this course beneficial include:

- Executives and key stakeholders
- Process Owners and Managers
- Senior technical and operational staff
- IT professionals and Consultants
- IT customers

Whether or not you are currently a project manager, a manager of project managers, or have a desire to become one, the essential knowledge of both ITIL and Project Management is available through this program.

Prerequisites

Before taking this course, students should have general IT knowledge. Also, students should preferably have ITIL awareness and Project Management awareness.

Duration

Three days

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Course Outline

- I. IT Service Management and the ITIL Framework**
 - A. What is Service Management?
 - B. What is ITIL?
 - C. The ITIL Service Management Lifecycle

- II. Project Management according to the PMBOK**
 - A. What is Project Management?
 - B. What is a Project?
 - C. The Project Management Body of Knowledge (PMBOK)
 - D. Project based culture
 - E. The 9 knowledge areas

- III. ITIL and Project Management Dependencies**
 - A. Combined Capabilities

- IV. Implementing a Service Management Practice**
 - A. Project Management Office
 - B. The Six Steps of Continual Service Improvement
 - C. Using ITIL and Project Management

- V. What Should I do next?**
 - A. Available ITIL and Project Management workshops and certification training

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