



"Maximizing the Business Value of IT Investments" - an Executive Briefing

A practical approach to targeted service improvements and resource optimization

Past Attendee Comments:

"We're always trying to figure out how to prioritize what we work on. The IT-SVM concepts can help with that. I will recommend that we evaluate services in this way."

"IT-SVM is a powerful management methodology which integrates IT and Business strategy to maximize and effectively communicate the business value of the IT service Portfolio. With IT-SVM, the appropriate mix of services and service improvements are jointly determined through Service Value Management methods, culminating in true Business and IT Alignment"

"We can use this to help evaluate our next steps in the implementation of new processes as well as evaluating the current processes we have in place."

"I was very impressed with the training and found the course to be very useful for companies in the process of instituting IT Service Management processes. I highly recommend it."

Contact Avant
314.785.0051 Direct
info@avantusa.com
www.avantusa.com

Event Description:

Successful IT organizations and service providers realize they must deliver Business Value. This requires a direct linkage from their services, or service improvements, to the business or client. Failure is less often a result of technical hurdles, but rather a result of incorrectly identifying services or service improvements that are important to business or client and their concerns, or failing to identify justifiable service levels.

IT Service Value Management™ (IT-SVM) is a repeatable management methodology which joins essential elements of key frameworks and best practices into a simple and actionable model. Culminating with Service Value Modeling™, IT-SVM™ offers a practical and rational approach to targeted service improvements, optimization of scarce resources, and the clear communication of Business Value.

This briefing will provide an overview of the IT-SVM™ methodology and benefits.

Who Should Attend:

- Business and IT Executives
- Senior IT Leadership

Briefing Topics:

- Understanding where IT value originates
- Defining IT services in business terms
- Accurately measuring IT service performance
- Justifying IT Services Improvements
- Optimizing IT Resource allocations
- Demonstrating Business and IT Alignment

Date/Time:

Friday, February 12, 2010
Avant Corporation
Training Center, 2nd Floor
Three CityPlace Drive
Creve Coeur, MO 63141

7:15 - 7:30am: Networking
7:30 - 8:30am: Presentation

Registration:

Seating is limited. Please RSVP to registration@avantusa.com.