



SM-2021: ITSM Awareness Workshop (full day)

Improving service levels and reducing operations & support costs and with globally accepted Best Practices

Course Benefits:

- Taught by industry veterans with real-world experience in ITSM.
- Obtain organizational buy-in and understanding of ITSM Best Practices.
- Acquire and understanding of the critical success factors for successful ITSM initiatives.

"As part of our IT Service Management rollout, we felt it was important to establish an enterprise-wide awareness of ITSM, its objectives, processes, activities and how it would impact each stakeholder. We utilized a combination of itSM Solutions' courses and seminars to achieve this objective quickly and in a cost effective manner."

Vern Waldorf
Senior Support Manager
MCI Corporation



Accredited Training
Provider



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Course Description: This program is ideal for those new to ITIL® and for ITIL® awareness campaigns during implementation. It is an integrated, accurate and exciting program based on real-world examples that explores IT Service Management and its contribution to demonstrable IT service value. Attendees are introduced to ITSM process objectives, activities, relationships, benefits and critical success factors.

This program can be customized to fit your exact awareness needs.

Who Should Attend? Senior IT and business executives, IT management and staff, consultants, project managers, business liaisons, sales professionals and others interested in learning about IT Service Management.

Format: 8-hours, Interactive classroom lectures.

Curriculum:

- What is IT Service Management?
- Who Needs it and why?
- What is the scope of ITSM?
- Process objectives
- Process activities
- Process Relationships
- Process Benefits
- Critical Success Factors
- Achieving Operational Excellence
- An ITSM Roadmap

Prerequisites: None

Examination: None

Course Material: Each student receives a complete study guide and a copy of "The itSM Primer".

Price: \$495 (through 06/30/2007)

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Our extensive experience and proven methodologies keep your initiatives on track, resulting in a faster and larger Return on Investment.