

Implementing ITIL for Best Practice IT Service Delivery and Service Support

Target Audience: IT Managers and teams involved in the delivery and support of IT services who wish to gain an in-depth understanding of IT Service Management Best Practice and how to plan a successful implementation of ITIL.

Key Learning Outcomes

- Develop a working knowledge of the ITIL model, its components and how they are inter-related.
- Know the key stages in an ITIL implementation project.
- Confidently present the benefits of implementing ITIL in your organisation.
- Know what the standard problems and pitfalls are and how to address them.
- Learn how to use practical tools to assess your IT Service Management Capability.
- Measure the success of ITIL in your organisation.
- Develop your continuous service improvement plan.

Course Experience

- ✓ Theory: Latest best practice
- ✓ Team discussions
- ✓ Individual and group exercises
- ✓ Case studies
- ✓ Technique application practice
- ✓ Personal action planning

Course Outline

DAY 1

Principles of ITIL Service Management

- What is ITIL?
- History of ITIL
- ITIL Objectives & The Service Culture
- The relationship between ITIL and BS15000 / ISO20000

ITIL Disciplines & their Interdependence

- The ITIL Model
- Service Delivery & Service Support
- Service Management from a Customer Perspective
- The 3 Tier Model for Service Level Management
- Roles and Responsibilities in the Service Lifecycle

ITIL Implementation Life Cycle

- Running an ITIL implementation as a project
- Typical life cycle stages
- The Service Management vision
- Assess where you are – benchmark
- Mapping where you want to be
- Keeping the momentum going
- The Deming Model for Continuous Improvement

DAY 2

Establishing a Business Case for ITIL in your organisation

- Benefits of implementing ITIL
- Aligning with strategic Business objectives
- Typical Costs associated with ITIL implementation
- Potential problems and pitfalls
- Standard Contents for Business Case

ITIL Project Roles & Responsibilities

- Who are the stakeholders?
- Gaining commitment
- Designing a Responsibility Matrix

What Does Success Look Like

- Focusing on Customer Satisfaction
- Learning & Growth
- Managing the Cost of Service Delivery
- Internal IT Processes

Skills, Tools & Action Planning

- The path to formal certification
- Tools & resources
- Developing your continuous Service Improvement Plan

Pre-Course Work: Completion of Pre-Course Questionnaire

Course Material: Includes facilitator's slides, exercise worksheets, background reading/articles and recommended books

Ideal Number of Participants: 6

Maximum: 12

Minimum: 2