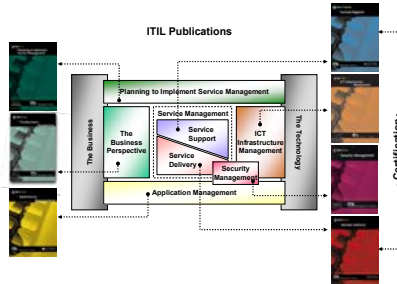


Executive ITIL Overview

Today's business depends on IT more than ever before. We are facing increased complexity, faster changing technology, and greater customers and business demands.

This course illustrates the value of ITSM from an executive perspective. It outlines how Business and IT can respond to this challenge together, thereby transforming IT from a functional, product and technology orientation towards a customer, process and service orientation.



This course also gives you an overview of the key concepts within the IT Service Management methodology. It illustrates how the ITSM methodology is beneficial for an IT organization and describes the methodology used by ITSM to evolve a structure that helps an organization interact with its customers and service providers to provide IT services more efficiently.

ITIL¹ (Information Technology Infrastructure Library) is a public domain approach for managing IT services. It was developed by the Office of Government Commerce (OGC) in the United Kingdom. IT service management groups around the world are using ITIL processes to improve efficiency and communication in IT services.

This session also explains how the ITIL processes integrate to provide a smooth functioning organization and ensure high-quality services to their customers.

What You Will Learn

- ◆ Understand the business value of ITSM
- ◆ Demonstration of an ROI case study
- ◆ Dashboards and balanced scorecards

- ◆ Enabling Total Cost of Ownership and Total Value of Ownership
- ◆ Identification of the CIO challenge
- ◆ How ITIL fits to other standards and frameworks (e.g. ISO 9000, Six Sigma, PMBoK, FCAPS, Zachman, CMM, etc.)
- ◆ Identify the need for ITSM in your IT organization
- ◆ The elements of ITIL
- ◆ Tools and techniques that enable ITSM
- ◆ Structure of the library
- ◆ IT Service Management's key concepts and objectives
- ◆ Certification program overview: Foundation, Practitioner and Service Manager levels
- ◆ Overview of relationships between the processes
- ◆ Overview of the objectives, benefits, metrics, challenges

Each participant will receive a spiral bound course slides and the book "Introduction to IT Service Management" based on ITIL.



Who Should Attend

Key stakeholders, Business Unit Managers, Customers, Executives, Managers and professionals interested in understanding the value of ITSM.

Prerequisites

No prerequisites

Duration

Half day - 3 ½ hours

Contact Information

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¹ ITIL is a trademark of the UK OGC