

ITIL IMPLEMENTATION WORKSHOPS

Our 2 day workshops are designed to assist organizations in implementing ITIL processes. The workshops help you with:

- Getting your ITIL Implementation off the ground
- Moving your ITIL Implementation forward
- Realizing business value from your ITIL investment



WORKSHOP

The Implementation of Change Management

The Implementation of Incident Management

The Implementation of Problem Management

The Implementation of Release and Deployment Management

The Implementation of Capacity Management

OBJECTIVES

- To remove ad hoc change practices in an organization
- To standardize the change process across the organization
- To improve and increase the skills of change practitioners
- Ensure that standardized methods and procedures are used for efficient and prompt response, analysis, documentation, ongoing management and reporting of incidents
- Increase visibility and communication of incidents to business and IT support staff
- Enhance business perception of IT through use of a professional approach in quickly resolving and communicating incidents when they occur
- Align incident management activities and priorities with those of the business
- Maintain user satisfaction with the quality of IT services.
- Prevent problems and resulting incidents from happening
- Eliminate recurring incidents and problems
- Minimize the impact of incidents that cannot be prevented
- To understand and respond to customer expectations for release and deployment
- To standardize the release and deployment processes across the organization
- To improve and increase the skills of release and deployment practitioners
- To emphasize the close relationship between release and deployment management, change management and service asset and configuration management
- To optimize capacity planning and management throughout the organization
- To use catalog management as a key tool in service and component capacity management.
- To use patterns of business activity to plan for and provide the right capacity
- To use service level targets to plan capacity
- To use actual performance reports and service desk incidents related to performance to improve capacity