

For more information, contact  
Pultorak & Associates, Ltd.  
Seattle | Philadelphia | Manila  
Phone +1(206)729-1107  
Fax +1(206)418-6757  
Web: [www.pultorak.com](http://www.pultorak.com)  
Email: [info@pultorak.com](mailto:info@pultorak.com)

# ITIL® V2 Planning to Implement Service Management

## Course Number 1963

The Information Technology Infrastructure Library (ITIL®) body of knowledge provides best practice guidelines towards the deployment of quality IT services. However, its successful implementation needs the full support of everyone in the business organization, from the IT staff to the managers and the users.

Pultorak & Associates' ITIL® V2 Planning to Implement Service Management course is a two- to four-day course designed to provide participants with just the right level of information needed in order for ITIL® to gain acceptance with those who will not necessarily be involved in its day-to-day implementation but whose support is vital to its success in the organization.

### **Training Duration**

Two to four days.

### **Training Delivery Method**

Two-day on-site, instructor-led training or four-day hands-on workshop.

### **Prerequisites**

A basic knowledge of ITIL® and/or MOF concepts and terms is recommended.

### **What Problem Does This Training Help Solve?**

The implementation of service improvement projects is less science than it is art, and in this area many IT professionals struggle given their dominant technical background and focus. IT organizations need to understand the people, process, and organizational issues that make or break any service improvement project. The Planning to Implement Service Management course addresses this need by focusing more on the intangibles of successful service management improvement projects.

### **Who Should Attend?**

This course is intended for IT professionals responsible for leading and managing IT service management improvement initiatives.

For more information, contact  
Pultorak & Associates, Ltd.  
Seattle | Philadelphia | Manila  
Phone +1(206)729-1107  
Fax +1(206)418-6757  
Web: [www.pultorak.com](http://www.pultorak.com)  
Email: [info@pultorak.com](mailto:info@pultorak.com)

## Training Objectives

This training aims to equip participants with the knowledge and guidance for deploying service management improvement projects in their IT organization. It teaches the concepts and techniques for implementing IT service management initiatives including Operations Assessments, Goals/Questions/Metrics, RACI Matrices, and Balanced Scorecard. Real-world examples and references are used to reinforce the learning activities. Most importantly, tips on how to avoid the common mistakes in similar deployment undertakings are also provided. The workshop output is a draft plan to implement service management.

## Course Syllabus

- Module 1: Introduction
  - ITIL® and IT Service Management
  - Overview of Planning to Implement Service Management
- Module 2: What Is the Vision?
  - Creating and Communicating a Continuous Service Improvement Program (CSIP) Vision
  - Empowering People to Act on the CSIP Vision
  - Stakeholders and Steering
- Module 3: Where Are We Now?
  - Answering "Where are We Now" from the Stakeholders' Perspective
  - Determining Service Management Maturity
- Module 4: Where Do We Want to Be?
  - CSIP Business Case
  - Gap Analysis
  - Goal Setting
- Module 5: How Do We Get Where We Want to Be?
  - Managing Communication and Risk
  - Choosing and Implementation Sequence
  - Managing Organizational Change
  - Managing Cultural Change
  - Organizational Structure
  - Training and Tools
- Module 6: How Do We Check If Our Milestones Have Been Reached?
  - Checking If Milestones Have Been Reached



For more information, contact  
Pultorak & Associates, Ltd.  
Seattle | Philadelphia | Manila  
Phone +1(206)729-1107  
Fax +1(206)418-6757  
Web: [www.pultorak.com](http://www.pultorak.com)  
Email: [info@pultorak.com](mailto:info@pultorak.com)

- Module 7: How Do We Keep Momentum Going?
  - How Do We Keep Momentum Going?
- Module 8: Summary
  - Review Key Learning Points
  - Look Forward to Next Steps Workshops
  - After each module, a group working session is conducted to start working on a deliverable for the company.
  - At the end of the course, the output is a draft plan for service management improvement.

### Course Materials

All Planning to Implement Service Management students receive a course manual.

### Next Steps

Following this course, the participant may wish to consider the following courses:

- ITIL® Essentials
- ITIL® Practitioner
- MSF Essentials
- MOF Changing Quadrant

### For More Information or to Place an Order

Contact Pultorak & Associates at (206) 729-1107, [info@pultorak.com](mailto:info@pultorak.com), or visit our website at [www.pultorak.com](http://www.pultorak.com).



ACCREDITED BY  APMG-UK