


Course 1968:

# Planning to Implement ITIL Service Management

# Introduction

- 
- Name
  - Company affiliation
  - Title/function
  - Job responsibility
  - IT operations experience
  - ITIL / Service Management experience
  - Expectations for the course

# Course Overview

Module 1: Project Management

Module 2: ITIL Service Management

Module 3: What is the Vision?

Module 4: Where are we now?

Module 5: Where do we want to be?

Module 6: How will we get there?

Module 7: How will we measure?

Module 8: How will we maintain momentum?

Module 9: Summary

# Course Objectives

1. Discuss concepts and techniques for implementing IT service management initiatives, including Operations Assessments, Goals/Questions/Metrics, RACI Matrices, and Balanced Scorecard.
2. Provide real-world examples and references that reinforces the concepts discussed.
3. Provide guidance to avoid common mistakes in implementing ITIL

# Pultorak ITIL Curriculum and Certification

<b>Awareness</b>	High-level understanding of ITIL <sup>®</sup> concepts, terminology, and resources	1 half-day non-certification oriented course
<b>Essentials</b>	<u>Basic</u> understanding of <u>the ten</u> ITIL <sup>®</sup> Service Delivery and Service Support processes and the Service Desk function; optional Foundations exam	2-3 day training, 1 hour multiple choice exam
<b>Practitioner</b>	Deep understanding of <u>one</u> or a cluster of related ITIL <sup>®</sup> processes. Foundation certification is prerequisite	3-5 day training, 2 hour essay style exam
<b>Managers</b>	<u>Deeper</u> understanding of <u>all ten</u> ITIL <sup>®</sup> processes and the Service Desk Function. Foundation certificate is a prerequisite; also known as "Masters"	2-3 week training, 2x3-hour essay style exams

# Housekeeping

## Student Materials

- Name cards
- Student workbook
- Job aids
- Course evaluation

## Prerequisites

- None



# Housekeeping (continued)

## Logistics

- Sign-in
- Parking
- Building access
- Class hours
- Food
- Phones
- Restrooms
- Recycling
- Smoking

## Ground Rules

- Have fun learning
- Good vibrations
- Ground cover
- Parking lot
- Think and act



# Course Format

- Practical
  - ◆ Case Study
  - ◆ Project work
  - ◆ Interviews
  - ◆ Teams
  - ◆ Presentation
- Best practice support
  - ◆ Books
  - ◆ Slides
  - ◆ Documentation
  - ◆ Consultancy

# Module 1: Project Management

# Course Overview

**Module 1: Project Management**

Module 2: ITIL Service Management

Module 3: What is the Vision?

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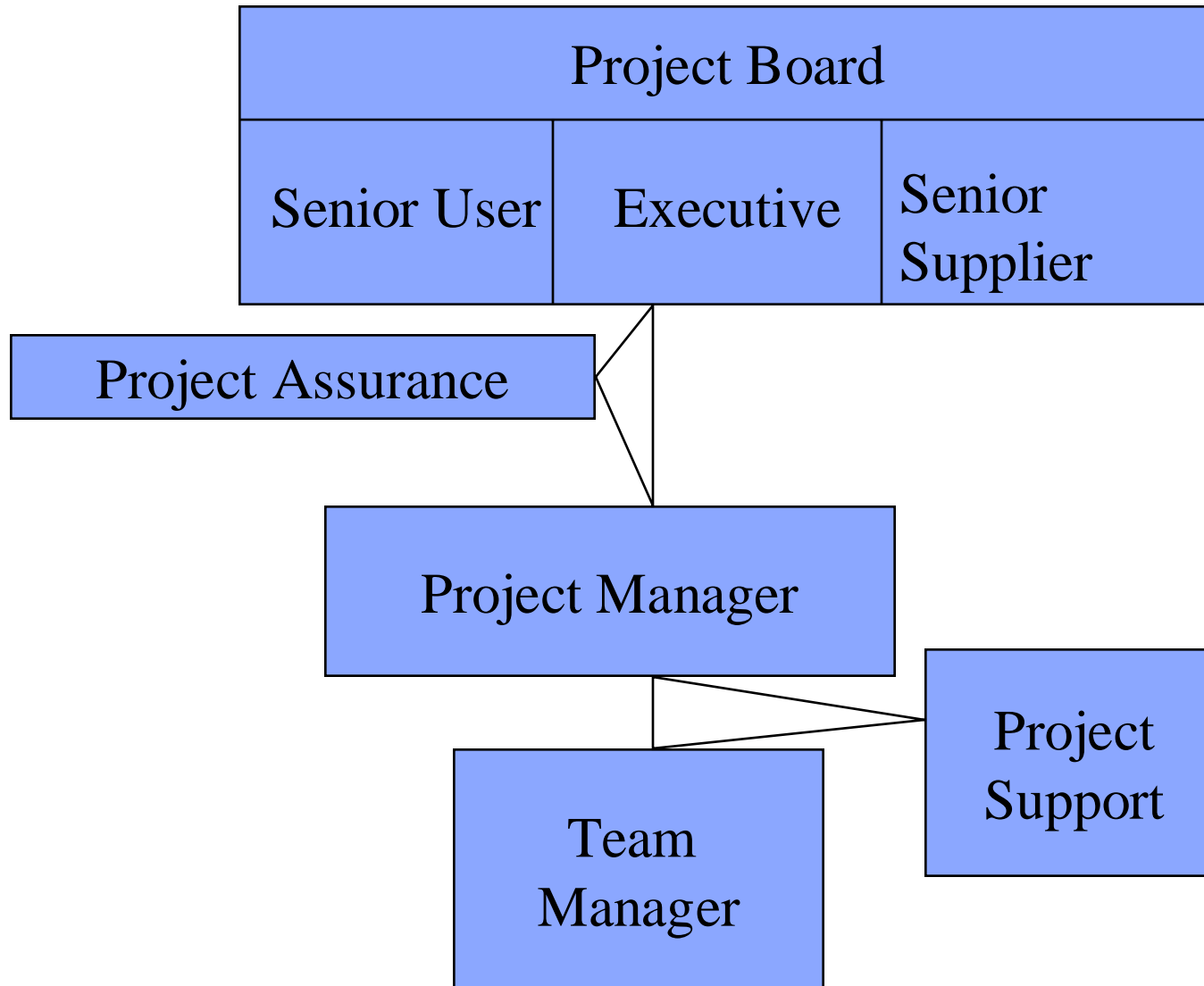
Module 8: How will we maintain momentum?

Module 9: Summary

# What is a "Project"?

- Temporary - definite start and end
- Unique product
- Examples:-
  - ◆ New product or service
  - ◆ Effecting a change in structure
  - ◆ Constructing a building
  - ◆ Running an awareness campaign
  - ◆ Implementing Service Management
- Project team rarely outlives the project!

# Typical Structure



# Role of Project Manager

*“Is the person who manages the project on a day-to-day basis, ensuring that its deliverables are presented on time, at the right quality and to budget”*



# Project Team

- Diversity is a source of strength
- Maybe disruptive in early phases
- Learn to value diverse contributions
- Belbin

# Stages of team development

- Forming:
  - ◆ Why are we here? What are we expected to do?
- Storming:-
  - ◆ Who's in charge of who? What is my status?
- Norming:-
  - ◆ How do we work together?
- Performing:-
  - ◆ Lets do it!



# Effective Teams

- Sense of purpose
- Successes celebrated
- Individual roles and goals are clear
- Feedback is constructive
- People feel safe to say what they think
- New ideas welcomed
- Feeling of progress togetherness and fun

# Project Plans

- Project
- Stage
- Work
- Communication
- Quality
- Exception
- Containing: activities, resources, timescales, dependencies, milestones

# Module 2: ITIL Service Management

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# Objective of ITSM

- The primary objective of Service Management is to ensure that the IT Services are aligned to the business needs
- It is important to make a clear business justification for implementation. What benefits will the business itself get from improved IT Service Management processes?