

Course 1964C:
ITIL Practitioner
Change Management

Introduction



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

Course Overview

Module 1: ITIL Introduction

Module 2: Planning

Module 3: Prioritization and Assessment

Module 4: RFC Authorization

Module 5: Building, Testing and Implementation

Module 6: Monitor and Report on Change Management

Module 7: Interfaces and Dependencies

Course Objectives

1. Review the key concepts of IT Service Management, ITIL, and the different service management processes
2. Understand Change Management in-depth and be able to:
 - Plan for the implementation of Change Management
 - Prioritize and assess the impact, cost, benefit and risk of proposed changes
 - Organize the Request for Change (RFC) authorization process
 - Prepare for and manage the Change Advisory Board (CAB) meetings
 - Manage changes through their lifecycle
 - Produce and manage the Forward Schedule of Change (FSC)
 - Define and agree change models and standard changes
 - Oversee building, testing and implementation of authorized changes
 - Co-ordinate the back-out of failed changes
 - Be aware of the support tools and techniques available
 - Prepare Change Management reports
 - Understand the interdependencies between Change Management and other IT and Service Management processes
3. Prepare participant to take the ITIL Practitioner for Change Management Certification Exam

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



Module 1: ITIL Introduction

Module Overview

- IT Service Management Key Concepts
- ITIL Key Concepts
- ITIL Processes Overview

IT Service Management Key Concepts

Definitions

- Services
 - ◆ 'The deliverables of the IT services organization as perceived by the Customers; the services do not consist merely of making computer resources available for Customers to use'
- Service Management
 - ◆ 'Management of Services to meet the Customer's requirement'

Source: Planning to Implement Service Management



IT Service Management Objectives

- Align IT services with current and future business and Customer needs
- Partner with the business to create new business opportunities
- Reduce long-term cost of services, driving down Total Cost of Ownership (TCO)
- Improve quality of IT services
- Deliver current services consistently

Source: Planning to Implement Service Management

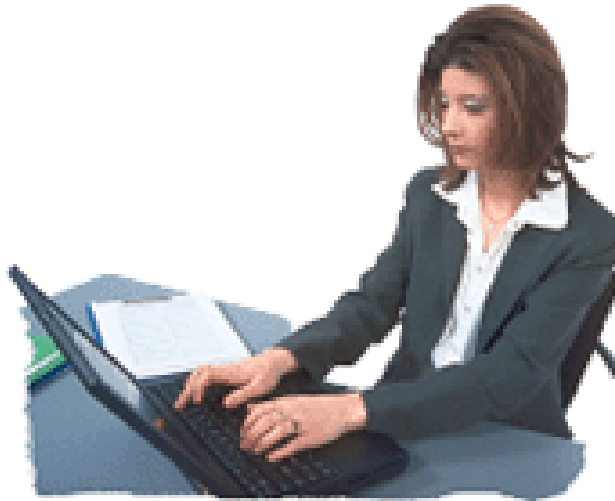


Organizing Around Services



Technology

- Production computing
- Technology optimization
- Mass market
- Technology-out
- Quality = Technical
- Thinking is internal, analytical, “down and in”; focus is on inherent parts



Service

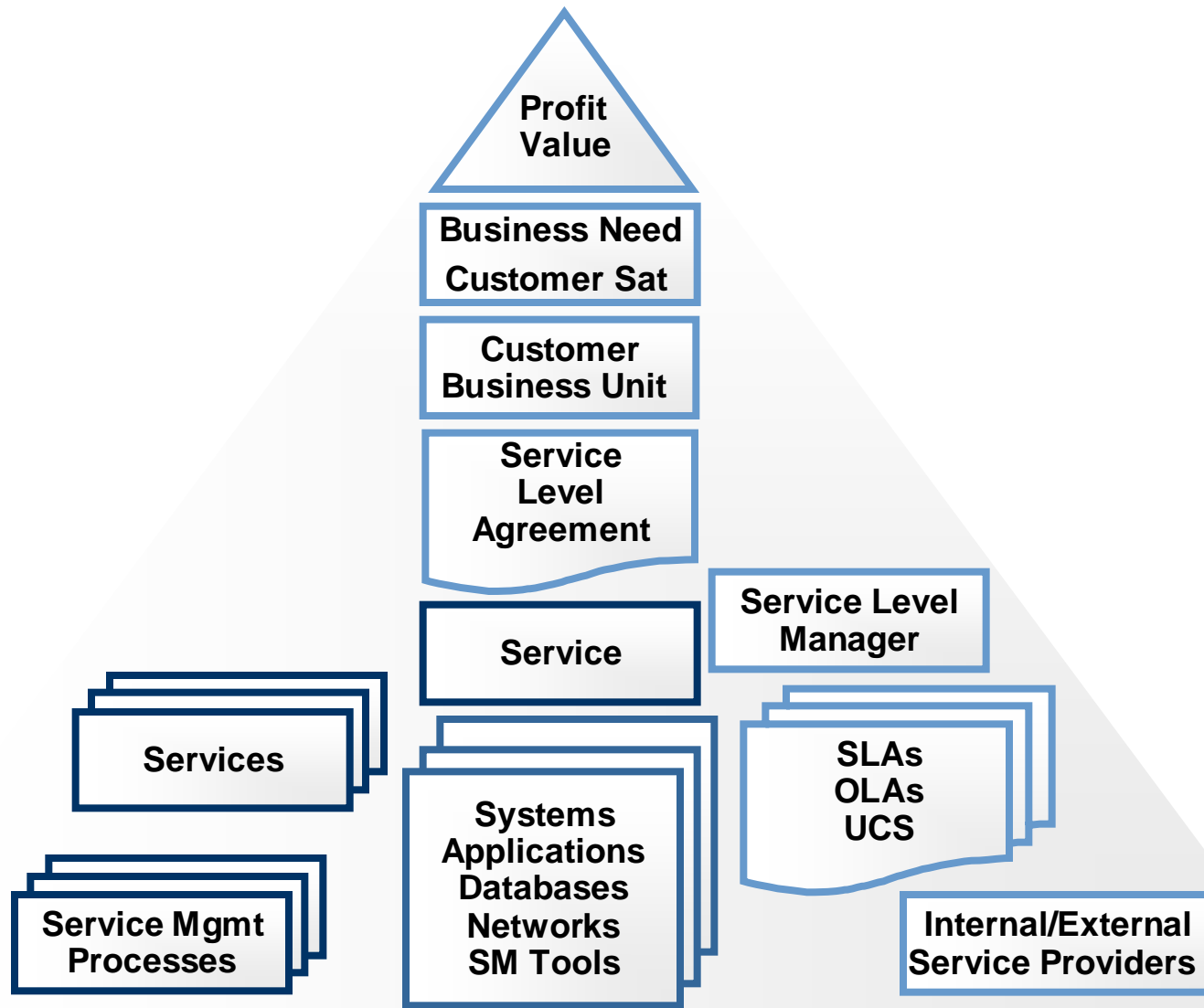
- Service Management
- Service experience
- Richness & Reach
- Service-in & out
- Quality = Service
- Thinking balances analysis and synthesis
- Focus is on the service



Business

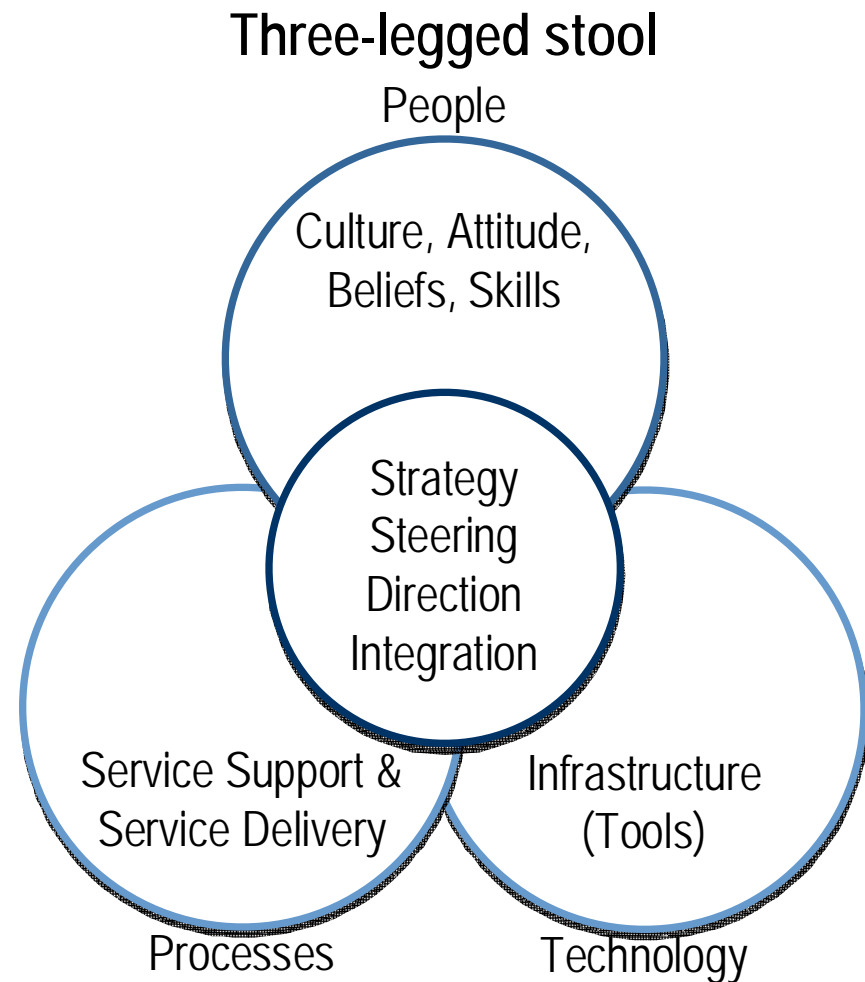
- End User Computing
- Customer experience
- Customer 1:1
- Customer-in
- Quality = Customer
- Thinking is external, synthetic, “up and out”
- Focus is on the client interactions

Business Alignment



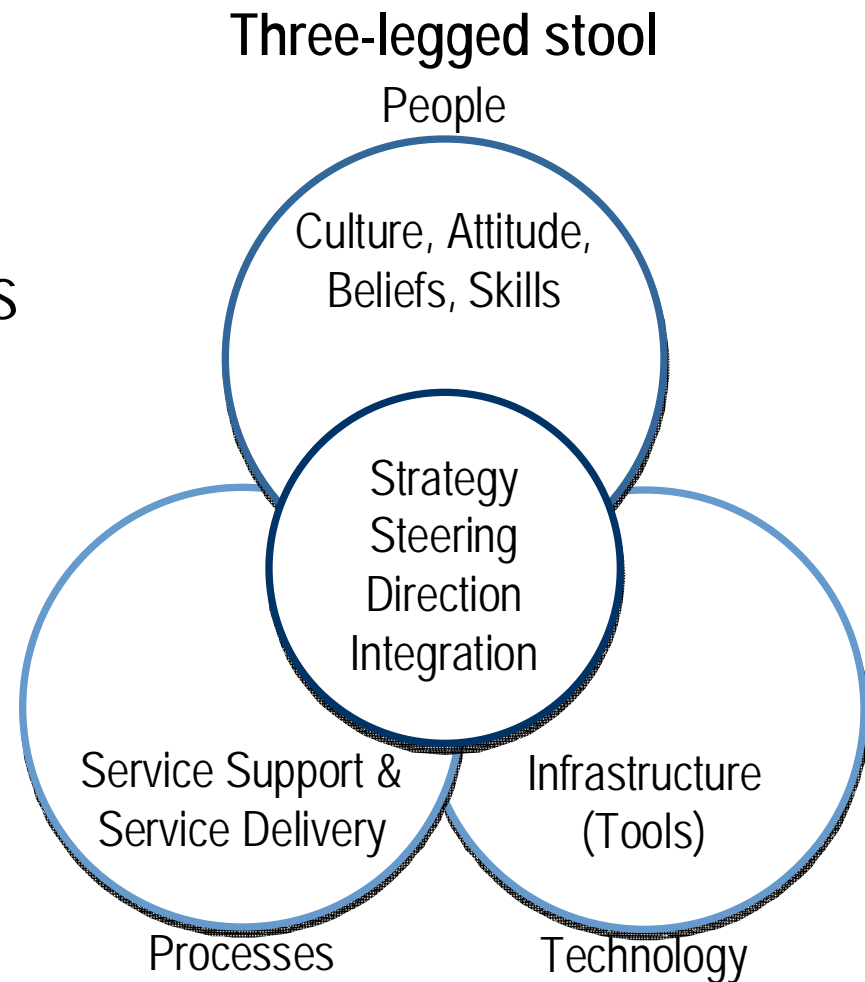
Components

- Implementing, managing, supporting, and continuously improving service management processes
- Aligning People, Process, and Technology



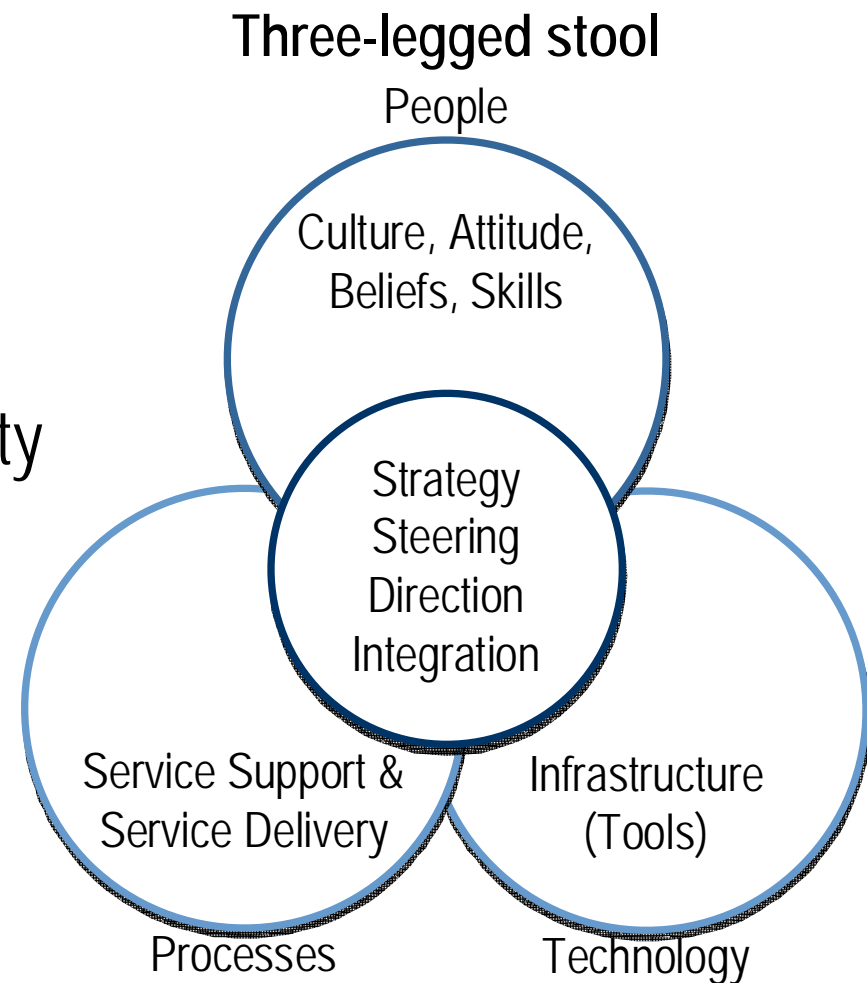
Components - People

- Cultural changes
 - ◆ Attitude, behaviours, values
 - ◆ Knowledge and skills
- Service and Customer focus
- Teams, interactions and relationships
- Education and training
- Organisation structure



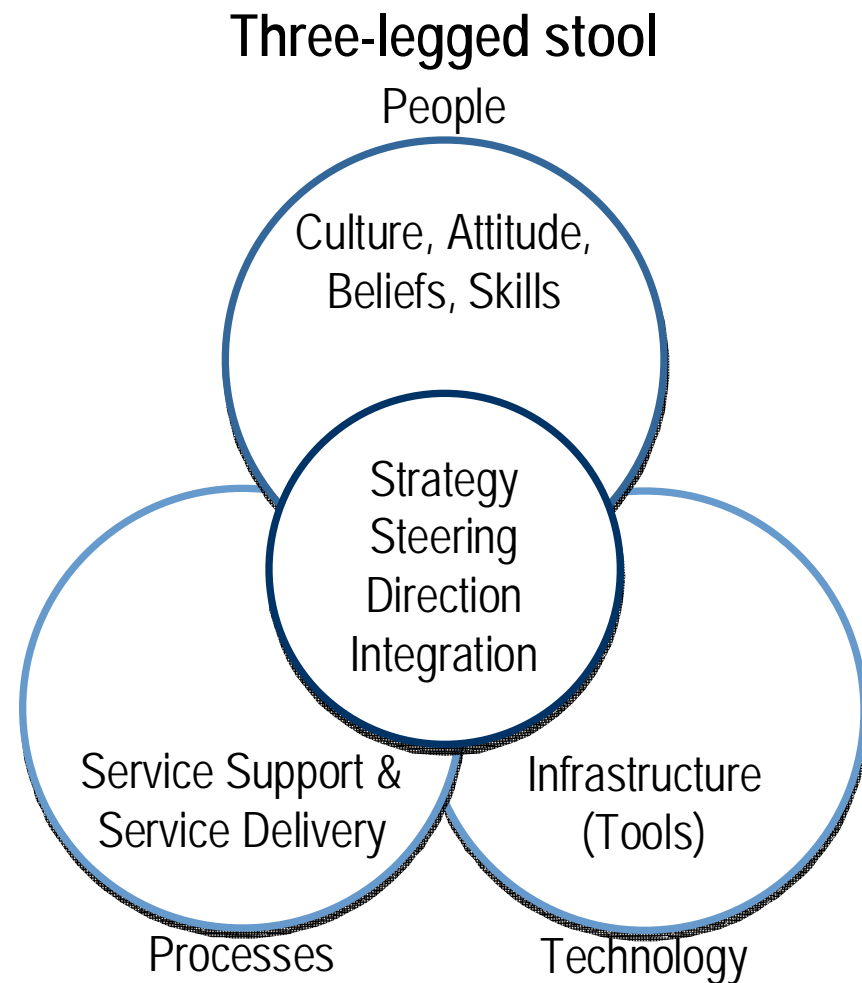
Components - Process

- Systematic approach
- Results driven
- End to end services
- Across the organization
- Ownership and responsibility
- Measured
- Continuous improvement
- Be practical



Components - Technology

- Automate where possible
- Integrate and interface
- Management Information



Costs

- Required hardware and software tools
- Project management
- Staff costs - recruitment, training, consultancy
- Accommodation - working environment and facilities
- Ongoing:
 - ◆ Maintenance and upgrades to hardware and software tools
 - ◆ Staff costs - salaries, further training and ad-hoc consultancy
 - ◆ Accommodation costs - leasing, rental, energy
 - ◆ Central co-ordination and reporting of capacity info

Benefits

- Services focused on business need
- Continuous improvement in service quality
- Consistent terminology
- Greater productivity
- Re-allocation of resources to make best use of available skills
- Improve recruitment and retention
- Better information flows
- Staff have appropriate standards and guidance
- Compliance to procedures can be audited

Common Problem Areas

- Lack of attention to the 'Process enablers'
- Management commitment during the entire 'plan-do-check-act' cycle is lacking
- All aspects of the Service Management framework are not addressed properly
- Lack of staff commitment and understanding, or training
- Implementing staff not given sufficient authority to make the required decisions
- Loss of the person driving the Service Management implementation
- Loss of impetus after the initial hype
- Lack of initial funding and lack of quantifiable long term Cost benefits