

Course 337: ITIL® / ITSM Executive Briefing (1 day)

Program Description...

This offering provides participants with an introduction to ITIL and ITSM, an overview of the concepts within the ITIL Best Practices and an introduction to key ITIL processes. The session is targeted to selected leadership and emphasizes the strategic, tactical and operational value of ITIL and ITSM.

Attendees will learn on a high-level how the ITIL processes integrate to provide smooth functioning of organizations and ensure high-quality services to their customers.

Details...

The program is available in facilitator-led formats from 1- to 8-hour options. Session content of may be customized to meet the needs of the particular audience. Sessions may be based on ITIL version 2 or ITIL version 3, at the client's discretion.

Depending on the need of the audience and the level of pre-existing ITIL familiarity, sessions usually begin with a discussion of the nature of IT Service Management and the origins, scope, content and usage of ITIL.

The facilitator will usually lead a discussion of some of the issues and concerns that may exist in the client organization so that the relevance of ITIL and ITSM to addressing these concerns can be highlighted in the session.

An overview of important ITSM concepts and an introduction to key ITIL processes, functions and/or models is then provided. The depth of detail and weighting of material is aligned with the needs of the audience and the time available.

After the conclusion of an ITIL / ITSM Executive Briefing, customers frequently choose to conduct facilitated planning sessions such as Vision & Strategy workshops or adoption planning consulting sessions.

Customer Value...

- ◇ Creation of a shared understanding of the overall nature, scope and content of ITSM and ITIL
- ◇ A common understanding of the value of ITIL and ITSM to organizations in general and how it may relate to the customer's organization in particular
- ◇ A common basis for selected leadership to move forward with agreement on potential strategies for leveraging ITIL and ITSM in their environment
- ◇ A shared appreciation within IT leadership for any work that may already have been accomplished using ITSM and ITIL



Who should attend...

This offering is appropriate for key IT and business leadership who would like to evaluate ITSM and ITIL for potential adoption, or who would like to better understand the nature of already ongoing ITSM / ITIL work in their organization.

Typical attendees include: CIO, IT Management, selected business leaders, Process Owner nominees, Process Manager nominees, other potential sponsors and/or stakeholders.

Learning Objectives...

At the conclusion of this offering, participants will have awareness of:

- The origins, nature and scope of ITIL and IT Service Management
- Key concepts within the ITIL Best Practices
- Key ITIL processes, functions, and roles
- The strategic, tactical and operational value of ITIL and ITSM.

Notes:

- Specific learning objectives for a session are determined in pre-session conference call.
- ROI Training partners with Third Sky, Inc. for ITIL® training.
- ITIL ® is a Registered Trade Mark, and a Registered Community Trade Mark of the Office of Government Commerce, and is registered in the U.S. Patent and Trademark Office. The trade mark symbol should be inferred wherever the term “ITIL” appears in these materials.