

Consulting - Justifying ITIL® to Business and IT Management

Information Technology has become a critical factor for corporate success, not only for e-business and e-commerce companies, but for private and public enterprises of all sectors. The often heavy investments needed for installing, operating and managing the IT infrastructure have become a serious issue, since IT service providers are facing tight constraints regarding human resources and budgets.

The challenges facing the timely provision of high quality IT services required to underpin the company's business objectives can be overcome through the implementation of de-facto best practice for managing IT services as embodied in the Information Technology Infrastructure Library (ITIL®).

This 4-day consulting assignment adopts a two-prong approach. First we will undertake a high level audit of the IT Function, with a view of identifying current inefficiencies in operations and the impact of these inefficiencies on the company's business objectives.

We will then incorporate the outcome of the audit into a customized service management workshop to both business and IT management.

LEARNING OBJECTIVES

Participants will gain practical skills to:

- Recognize the possible inefficiencies in the operations of IT Function.
- Quantify possible IT operational inefficiencies on business objectives.
- Identify and agree on possible solutions to these inefficiencies.
- Become familiar with the best practice framework for IT service management.
- Initiate the alignment of business requirements and IT capabilities.
- Enhance the customer and user relationship with the IT organization.
- Increase customer/user satisfaction.

WHO SHOULD ATTEND

The Justifying ITIL® to Business and IT Management approach is appropriate for organizations who are new to the ITIL® framework, the implementation approach and benefits, and how it can deliver a good return-on-investment.

OUTLINE OF THE ASSIGNMENT

- Purpose of assignment – presentation to business and IT management and to other members of IT
- Prepare and agree audit plan and outcomes
- Perform an audit of the IT Function
- Prepare audit report

- Review and agree audit report with IT management
- Conduct one day workshop on the introduction, approach and benefits of ITIL® service management
- Prepare a report on next steps – outcome of workshop
- Review and agree report with IT management

RELATED COURSES OF INTEREST

- IT Service Management Foundation
- ITIL® for IT Management