

HP Education Services Course Description

Planning and Implementing ITSM (UC412s)



This course addresses the challenges confronting countless people who have learned the ITIL theory and are now faced with the reality of implementing what they have learned. It is based on the extensive experience of senior ITSM professionals, who have implemented Service Management processes, tools and education programs for both the private and public sector. This 3-day course will cover the entire implementation lifecycle, as outlined in ITIL and proven in numerous ITSM projects.

Audience

IT Managers, Program Managers, Project Managers, Process Architects, ITSM Consultants.

Prerequisites

Students must be certified at ITIL Foundation level (EXIN or ISEB), have at least 2 years practical experience and have had responsibility for taking substantial technical decisions affecting the support or delivery of IT services.

Course Objective

With the successful completion of this course you will be able to:

- create a bridge between theoretical understanding of ITIL and practical ITSM implementation.
- understand the importance of aligning ITSM projects with business objectives at each phase.

Benefits to You

- Identify critical success factors of ITSM implementation.
- Establish a workable sequence of process implementation (how to decide where to start, and what comes next).
- Understand and manage process inter-dependencies during implementation.
- Measure and audit the initial and ongoing success of an ITSM implementation.
- Combine process, tool and education implementation.

Course Title: Planning and Implementing ITSM

HP Product Number: UC412s

Category/Subcategory: ITSM/ITIL

Course Length: 3 days

Level: Intermediate

Delivery Language: English

To Order: You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

Next Steps: ITIL Practitioner Courses

Next Steps: ITIL Service Manager: Service Support + Service Delivery

Detailed Course Outline

Setting the Vision and Objectives for an ITSM project

- Understanding Business strategy and objectives
- Identifying and communicating with stakeholders
- Choosing the right place to start
- Vision and scoping techniques
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Assessing the current situation

- Overview of available assessments and Benchmarking
- Conducting a self-assessment
- Using the results of an assessment
- Creating a framework for Change

Setting Measurable and Achievable Objectives

- Creating a Business Case
- Identifying and managing risk
- Using assessment outputs
- Defining appropriate metrics
- Techniques for setting and managing objectives
- When do you need to implement tools, processes or a combination of both?

Implementation Planning and Execution

- Identifying a Project Management approach
- Defining the outputs and deliverables
- Management of Change
- Creating a communication plan (Awareness Campaign)
- How to implement processes
- Organizational factors
- How to implement tools

- How to implement a combination of tools and processes
- Using training and education
- Implementation Tools and Techniques

Implementation Control

- Ensuring compliance with the project plans
- Project governance and Quality Assurance
- Measuring and managing project costs
- Managing changes to the project objectives and parameters
- Dealing with Scope Creep
- Post Implementation Review

Ongoing Management of the Solution

- Monitoring and Measurement
- Ongoing Review and Audit
- Testing the ongoing validity of the solution

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