How to Get Started with ITIL® (1224)

Price: $2,195

Discover how to put theory into practice, get your ITIL implementation underway for the right reasons, and assure your success.

In this course, you will learn how to start your IT Infrastructure Library™ (ITIL) implementation as you discover how to put ITIL framework theories into practice. You will gain practical tips for planning and successfully executing an ITIL implementation. You will learn the key concepts of ITIL stages, processes, functions, and activities and turn them into an actionable plan for your organization to follow. Through in-class exercises, discussion, and worksheets, you will be able to determine the right ITIL implementation strategy for your organization.

What You'll Learn

- Perform an accurate, unbiased baseline assessment in terms of your business, organization, people, process, and technology

- Lay the ground work for a successful ITIL implementation by determining high-level business objectives and then aligning the business and IT strategies

- Develop your customized ITIL strategy

- Understand and agree on the priorities for improvement based on a deeper development of the principles defined in the vision

- Determine which ITIL processes (or functions) to implement first

- Key considerations that can indicate success or failure

- Detail the plan to achieve higher quality service provision by implementing IT Service Management processes

- Specialized techniques for improving your chances of success with ITIL

- Engage management and staff to support your ITIL plans

- Verify that measurements and metrics are in place to ensure that milestones are achieved, process compliance is high, and business objectives and the level of service meet priorities

- Ensure that the momentum for quality improvement is maintained by assuring that changes become embedded in the organization

Who Needs to Attend

- Anyone who has taken an ITIL Foundation course

- Anyone responsible for an ITIL implementation

Prerequisites

ITIL Foundation certification recommended

- ITIL® Foundation

Follow-On Courses

- Other ITIL in Action courses

- ITIL Intermediate courses

Course Outline

1. What ITIL is and is not

- Where ITIL fits

- What ITIL can and cannot do for you

2. How ITIL helps the business

- What business needs from IT
- How ITIL can help IT meet those needs

3. How to "do ITIL"

- Identify IT services which can benefit from ITIL
- Value services to determine where to start
- Measure IT services to validate improvement opportunities
- Justify projects and start working

4. Determine your ITIL implementation readiness through gap analysis

- Measure business needs
- Measure IT capabilities
- Plan for and measure ITIL improvements
- How to communicate to business and IT staff

5. Select ITIL lifecycle stage and processes to close identified gaps

- Gain ITIL buy-in and commitment from management
- Determine cost of implementation
- Create procedures and policy documents

6. Implement processes

- Manage people, process, and technology
- Manage external variables

7. Manage organizational change

- Keeping the momentum
- Measuring the effectiveness of ITIL implementation
- Appropriate timing