



IT Service Management Institute™

Managing the Business of IT™

Workshop series designed to help you gain visibility and management control over the quality and cost of providing IT services.

VALUE STATEMENTS

Enables advantages of ITSM/ITIL® for all sized IT organizations

Reduced risk of project failure

Faster realization of service management objectives

Lower cost of implementation

Ensured self sufficiency

Business relevant benefits



CUSTOMER EXPERIENCE



“As an IT Organization of less than 100 staff the reported cost of “implementing ITIL®” was prohibitive. The Enable-ITSM™ service made the challenge of adopting ITIL® principles affordable, in fact a business investment. It broadened our scope to embrace a fuller service management, business relevant strategy and helped us quickly become self sufficient.

The Enable-ITSM™ service has a refreshing perspective on how to design a service management strategy focused on business needs and not just the traditional support, or software centric approach offered elsewhere.

The series of workshops were designed to quickly confirm how the business measured success and what our organization does to enable business operations. The Enable-ITSM™ program combines the practical expertise of ITSMI’s consultants, ITIL® best practice guidance, and our own experiences and desires and has resulted in a better alignment of our efforts to areas most beneficial to the company.”

Greg Sutherland, I/S Group Manager, McKee Foods



FEATURES



Results driven, customer configurable

Includes and refines IT Governance policies

Integrated ITSM/ITIL® Education

Proven templates and best practice models

METHODOLOGY



Targets line of business, line of service, service and customer combinations

Leverages actual customer experiences

Links issues to business results

Delivered onsite or web facilitated

Facilitated by certified ITSM Master™



FIRST US ITIL® ACCREDITED COURSE PROVIDER

FIRST AUTHORIZED ITIL® LICENSEE





Enable-ITSM™ is a fixed price, facilitated program custom designed to address client-specific problems from a proven library of more than 175 workshops.

Delivered onsite, via regional “Centers Of Excellence”, or via web services, the service is especially designed to self enable an IT organization’s service management improvement team, saving time to production and reducing the implementation costs by as much as 75%.

Over a four to five week program Enable-ITSM™ enables an IT organization to custom-design and fit an ITSM strategy to their needs, available software, funding, and in-house skills base. The primary goal is to gain visibility and management control over the quality and cost of providing IT services.

The service enables the client team to use proven best practice and quality management methods to target incremental improvements in the efficiency and effectiveness of their IT operations. It requires no prerequisite software, and is an ideal precursor to selecting software to support the desired practices.

The ITIL® best practice guidance is leveraged to establish a common lexicon of terms for use by the business and IT staff in the delivery and support of IT services. The Enable-ITSM™ service rapidly provides the basis for world-class practices, policies and procedures for the management of IT as a business within the business.

A number of critical templates are introduced to propel the ITSM initiative and accelerate the benefits of the ITSM strategy, including:

- Service Catalog and Service Responsibility Matrix
- Service and Operations Level Agreements
- Service Request Management process
- Business Importance Level driven priority schema
- Business and IT “aligned” performance measurement system

An initial target ‘line of business (LOB)’ is used to demonstrate the principles of how to deploy an ITSM strategy to address real-world challenges. The Enable-ITSM™ methods are then used repeatedly by the client team to incrementally apply the service management principles to select areas of business and IT operations.

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FACILITATED BY CERTIFIED ITSM MASTER™

Week One—The IT Business Model

Define Requirements Management Method

Define Line of Business Catalog
Select Target Line of Business (LOB)

Define Business Performance Measures

Map Vital Business Processes and Activities for Target LOB

Define Business Impact Analysis for Target LOB

Week Two—The IT Service Model

Define Service Catalog, Service Request Procedure

Establish Service Opportunity Board™

Define Service Provision Lifecycle™

Map Business Activities to Service Descriptions

Model Service Level Agreements

Week Three—The IT Operations Model

Model Operations Level Agreements

Un-bundle services, map business activities, re-bundle services

Relate Service Level Objectives to Resolution Times

Define Escalation and Notification Policies

Relate Business Importance to Service Support Priority System

Week Four—The IT Infrastructure Model

Define Service Infrastructure Catalog

Define Service Infrastructure Domains and Building Blocks

Define Service Capacity and Cost of Service Models

Relate Service Level Objectives to Service Level Indicators

Define Service Impact Management Policies



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