

IMPLEMENTING ITIL

This powerful new 2-day course has been designed for anyone who has learned about ITIL and now needs to fully understand how best to implement ITIL in their organisation. Based on extensive practical experience in many different sectors of business and government, the course answers the countless questions people have asked and issues they have faced when embarking on an ITIL implementation.

The course covers three critical areas:

- How to plan for IT Service Management in your organisation.
- How to implement IT Service Management in your organisation.
- How to maintain and improve IT Service Management in your organisation



KUALA LUMPUR
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www.alctraining.com.my

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Book this course together with **ITIL Essentials** and receive a special combination rate.

You know what ITIL (the IT Infrastructure Library) is all about and what the benefits are, now you want to successfully implement it and use it in your organisation. The ALC-Lucid IT course on ITIL Implementation is just what you need.

This course has been specifically designed to answer the countless questions people have asked and issues they have faced when embarking on an ITIL implementation.

The course provides a practical insight on 'how' to implement ITIL and improve IT Service Management within your organisation. It guides you through key ITIL implementation aspects from developing your roadmap through to designing the processes and setting up a continuous improvement program. It brings together significant knowledge gained from the implementation of IT Service Management in a diverse range of business sectors, providing clear advice and practical examples throughout.

What You Will Learn

The course is designed to enable organisations to develop 'in-house' capabilities to effectively plan and implement IT Service Management. You will learn:

- **How to plan** an improvement program for IT Service Management in your organisation
 - Define the project and develop the roadmap; what are you going to deliver
 - Writing a business case; what are the project benefits and what is the Return on Investment
 - Managing organisational change; how to become a change leader
- **How to implement** IT Service Management in your organisation
 - Define the project approach; reengineering people, process, technology and management
 - Planning to implement ITIL; detailed planning of the project
 - Recognise and deal with organisational change issues encountered when working with process implementations
 - Design an organisational structure to support the management and use of IT Service Management processes
- **How to maintain and improve** IT Service Management in your organisation
 - Manage the ongoing operation of an IT Services organisation
 - Create a cycle of continuous improvement
- Experience in the practical application of IT Service Management

Who Should Attend

This course is aimed at managers, consultants and staff in IT Service Management, especially those who are involved in improving and optimising IT Service Management environments or advising on ITIL.

Learning Method

This course is conducted as an instructor-led workshop and includes a combination of lectures and exercises. All the exercises make use of a case study to give the opportunity to implement ITIL and to improve IT Service Management within a "real organisation".

Pre-Requisites

It is a pre-requisite that participants have knowledge of ITIL comparable to ITIL Foundation Certificate level. If you have not as yet attained this level of ITIL knowledge please contact ALC for suitable dates for our course *ITIL Essentials*.

About ALC



ALC Training is a leading provider of quality IT training for business and government in the Asia-Pacific region. ALC courses are held in Australia, Hong Kong, Malaysia, New Zealand and Singapore. ALC specialises in the three leading best-practice frameworks: ITIL for IT Service Management, PRINCE2 for Project Management and SABSA for Security Management. ALC has no affiliations with vendors of software or hardware and provides completely independent unbiased education.

Course Instructor

This course is presented by ALC in association with Lucid IT, a leading provider of professional services in IT Service Management in Asia-Pacific and the most experienced practitioner of ITIL. Lucid IT brings to bear a practical, holistic approach towards process implementation with a strong focus on the delivery of results and using best practices such as ITIL. For individual instructor biography please visit our website: www.alctraining.com.my

C O U R S E C O N T E N T

A. Plan

1. Overview of the basic concepts of IT Service Management and organisational change
2. High level IT Service Management Project Overview
 - Establishing a shared IT Service Management vision
 - Assessment of current maturity/capability for people, processes and technology
 - Using the Assessment Maturity/Capability Model
 - Development of an IT Service Management Roadmap
 - Critical Success Factors
3. Developing a “Winning” Business Case
 - Business case components
 - Typical Benefits of an IT Service Management project
4. Cultural and Organisational Change Issues
 - The key principles of organisational change
 - Why it is important
 - Service culture barriers
 - Management versus Leadership
 - Core qualities of an IT Service Manager
 - Dealing with resistance

B. Implement

1. Define the Project Approach
 - Implementation framework
 - Process reengineering
 - Organisational alignment
2. Implementation Planning
 - Setting up the project structure
 - Process design
 - Tool evaluation and selection
 - Five key steps to implement a process
3. Executing the Project
 - Leadership and governance
 - Success factors
4. Organisational Alignment
 - IT Service Management organisation
 - Processes and departments
 - Process ownership
 - ARCI Matrix

C. Maintain and Improve

1. Manage the ongoing operation of the IT Services organisation
2. Creating a cycle of continuous improvement
3. How to develop a Service Improvement Program

THE ITIL IMPLEMENTATION FRAMEWORK



