

ITSM Process Implementation Roadmap

An industry exclusive 2-day course!

Learn *the right way* to implement ITIL processes from the world's #1 experts!



**Hong Kong
19-20 April
2012**

A MUST-ATTEND COURSE!

The *only* programme of its kind that gives you guidance about implementing IT Service Management best practices according to ITIL.

PLUS...

Receive many extras, including sample templates, documents, checklists, and forms.

PINK ELEPHANT IS THE WORLD'S LEADING SERVICE PROVIDER OF IT SERVICE MANAGEMENT CONFERENCES, EDUCATION AND CONSULTING SERVICES.

www.pinkelephant.com

ITSM Process Implementation Roadmap

Is there a right way to implement
best practices according to ITIL?



Yes! And, Gary will tell you!

This exclusive two-day workshop is the only one in the industry that addresses all the important elements required to successfully implement ITIL® based processes in your IT organisation. At Pink Elephant, our decades of experience have taught us that to be successful, ITSM projects must address the integration of specific tasks related to People, Processes and Technology. Many organisations fail by focusing only on the tool or process. While these two components are important, they are enablers and do not deliver results by themselves.

YOUR INSTRUCTOR

Gary Case is co-author of ITIL's fifth lifecycle book, *Continual Service Improvement (CSI)*. One of the world's most experienced and knowledgeable ITIL experts, Gary has been helping organisations implement ITIL and IT Service Management best practices for over 20 years.

Don't miss this exclusive opportunity to learn from one of the world's foremost ITSM luminaries!

WHAT YOU WILL LEARN

In this workshop you will receive the critical knowledge needed to successfully set up your project teams, design your processes, configure your tools and deploy your plans to achieve meaningful results.

You'll learn:

- How to build an ITIL process improvement plan
- How to establish an effective project team
- How to conduct a process maturity self-assessment, and why this is very important
- How to establish ongoing process ownership and CSI strategy
- How to successfully integrate process design and tool configuration tasks
- Critical Success Factors for process automation
- Key considerations for establishing a practical communication and training plan
- Practical tips for how to gain agreement and buy-in for your new processes
- How to map roles, ownerships, accountabilities and responsibilities to your process activities

BONUS! Walk Away With Many Sample Documents, including:

- ITIL process maturity self-assessment and action plan
- Change Management process workflow and Responsible, Accountable, Consulted, and Informed (RACI) matrix
- IT Service Desk health check and action plan
- A sample list of common IT services to jump start your Service Catalog
- Sample SLAs and OLAs

WHO SHOULD ATTEND

There are no mandatory prerequisites. This is an advanced ITIL workshop which assumes you are already familiar with general ITIL terms and theory. It is strongly recommended that you hold the ITIL Foundation level certification before attending this course.

- IT Support Managers/Directors
- ITIL Program/Project Managers/Directors
- Process Managers & Process Owners
- Service Desk Team Leads/Managers
- Service Level Managers/Quality Managers
- IT Infrastructure Managers

EXAM, CERTIFICATIONS & AWARDS

- There is no exam for this course. All attendees will receive a framed Certificate Of Accomplishment
- Get 19 (PDUs) for Project Managers
- Get 1.9 Continuing Education Units
- Get 22 Continuing Professional Education credits

SPECIAL INTRODUCTORY PRICE!

Only \$5,885 HKD

Call us to ask about team discounts!

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To register, call 800 96 8197

Not yet ITIL Certified? Attend the ITIL Foundation
Certification Course 16-18 April, just before this workshop.