

Structuring a Program to Implement ITIL-Based Processes

Synopsis:

Hear from experienced ITSM organizational, strategy and process consultants, and implementers in the government and commercial arenas on how to structure a program to implement ITIL's processes and concepts to better align the Business and IT.

Most IT organizations are being expected to provide more services (and more complex services) to more end-users, while IT budgets are remaining static or even shrinking. A similar dilemma faces the business owners, "How can the business be asked to make decisions about how and where to spend their IT budgets when they don't know how much things cost in either hard dollars or on comparative basis.

In this workshop your workshop leaders will discuss the goals of IT Service Management and how the ITIL process framework can be implemented to achieve them. It will focus on:

- Assessing the current state of ITSM maturity
- Identifying rapid ROI opportunities
- Sequencing of process implementations
- Resource requirements
- Accommodating regulatory and compliance mandates
- Creating and IT governance function

Effective implementation of the ITIL framework can help the IT organization reduce the number and duration of outage incidents, gain control of the IT environment, shape demand through influencing business and end-users behavior; increase IT credibility; support both IT and business investment decisions (including outsourcing); heighten customer satisfaction; recover IT costs in a fair manner; and ensure that IT is truly enabling the business.

Attendees will gain an understanding and appreciation of the tasks and requirements for effectively implementing an ITIL based ITSM framework.

