



This session focuses on demonstrating Information Technology Infrastructure Library (ITIL®) based best practices through a "Real Life" simulation.

Description

- This 1/2 day session consists of 10 percent discussion and 90 percent hands-on activities and experiential learning
- This session focuses on experiencing the consequences and benefits of implementing ITIL based best practices in support of a business or mission
- This course can be combined with any ITIL® program or offered as a standalone

Audience

- Anyone wanting to experience the practical application of ITIL and IT Service Management best practices in a simulated environment
- Members of the same organization that could benefit from working together to achieve common goals using ITIL as a service management framework

Prerequisites

- No prerequisites are required to participate in this session

Objectives

- Grasp the ITIL® Best Practices Concept
 - What are the critical components of Best Practices?
 - What are the necessary process interactions and key enablers
 - How ITIL® concepts relate to real life scenarios
 - What are the fundamental relationships between ITIL® Service Delivery and Service Support processes
- Understand the parallel between ITSM and Real Life Best Practices
 - Provides information that be used to assess how ITIL® Best Practices can contribute to their organization
- Promote people and group interaction
 - Offers participants an opportunity to work in teams defining and simulating real-life "Best Practice" processes (input/output, activities, etc.)
 - Offers participants an equal opportunity to learn and interact (team learning and team building) in defining process content and integration
- Provides participants with valuable information that can be applied to their environments
 - Defining individual process goals, objectives and activities
 - Understand the necessary process inputs, outputs and integration points
 - Establish the necessary process measurements

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