

## ITIL® & PM for Effective Service Management - 3 Days

### Program Overview

Whether your field is architecture or information technology, successful planning involves a carefully crafted set of steps to planned and measurable goals. In today's fast-paced business environment, this is no simple task. As deadlines get tighter and budgets get smaller, organizations turn to their managers to do more with less. Therefore, successful managers need to replenish their supply of best practices knowledge, practical skills, insightful strategies, and cutting edge concepts to remain a valuable asset to their company.

Our programs will add a unique set of best practices knowledge combination the capabilities of ITIL® Framework and Project Management (PMBOK®) to your knowledge base. We will work with you facilitating your understanding of the combined capabilities of ITIL® and Project Management in order to implement a more effective Service Management Practice

Among other elements, the program will explore and discuss the following areas:

- Dependencies among both practices
- ITIL® lifecycle progressive phases
- Project Management 9 work areas
- Implementation issues related to ITSM programs
- Program management office and its benefits
- Continuous improvement approach

ITIL® is a set of best practices guidance that has become a worldwide-adopted framework for Information Technology Services Management (ITSM) by many Public & Private Organizations. Since early 1990, ITIL® has been evolving from focusing on Functions and Processes under versions 1 and 2 to focusing on the Full Service Lifecycle Management under version 3.

In addition to the existing benefits of aligning IT goals and objectives with the business, improving quality and reducing cost of operation; ITSM and ITIL® V3 now emphasizes the following areas:

- Assist in transforming IT Service Management onto a strategic business asset
- Assist in defining and managing the complete lifecycle of IT Service Management Process
- Provide guidance on the development of Services Strategy, the development of Service Design, the Transition of Services from current to desired state, the Implementation and the Continuous improvement of the those Services

The Project Management Body of Knowledge (PMBOK®) constitutes the official Project Management Institute (PMI·) standards and is used to define the minimum knowledge an individual must possess to be considered a candidate for the Project Management Professional (PMP®) accreditation.

## Duration

Three day classroom training

## Delivery Methods

- Instructor led Classroom based
- Virtual Web based

## Audience

IT professionals interested in understanding the content and concepts of the new ITIL® V3, as well as understand Project Management based on PMBOK®:

- Executives and key stakeholders
- Process Owners and Managers
- Senior technical and operational staff
- IT professionals and Consultants
- IT customers
- Whether or not you are currently a project manager, a manager of project managers, or have a desire to become one, the essential knowledge of both ITIL® and Project Management is available through this program.

## Prerequisites

- General IT knowledge
- Preferably
  - ITIL® awareness
  - Project Management awareness

## Course Objectives

Built on the ITIL® V3 Framework and the PMBOK® (Project Management Body of Knowledge) standards, this program empowers you with the basic skills of both practices necessary to tackle the challenges facing your ITSM projects.

- Upon completion of this program, participants will be able to:
- Recognize the key concepts and principles of IT Service Management (ITSM)
- Understand the ITIL® V3 Service Lifecycle Framework and its related processes and functions
- Recognize the value of ITIL® V3 to the business and the IT organization
- Explain the Continual Cycle of Improvement
- Define the terms project, project management, program and portfolio
- Understand the role of the project manager and discover the combination of skills required to be successful in that role
- Discuss some of the constraining forces present on a project

- Understand the concept of phases, life cycles, and Process Groups
- Become aware of life cycle models and their use
- Understand the combined capabilities of ITIL® and Project Management
- Comprehend the key elements to implementing a Service Management Practice

## Course Content

Working with Both ITIL® and Project Management course outline includes theory, discussions, and quizzes with relationship to:

- Part 1 - IT Service Management and the ITIL® Framework
  - What is Service Management?
  - What is ITIL®?
    - The ITIL® Service Management Lifecycle
- Part 2 - Project Management according to the PMBOK
  - What is Project Management?
    - What is a Project?
  - The Project Management Body of Knowledge (PMBOK)
  - Project based culture
  - The 9 knowledge areas
- Part 3 - ITIL® and Project Management Dependencies
  - Combined Capabilities
- Part 4 - Implementing a Service Management Practice
  - Project Management Office
  - The Six Steps of Continual Service Improvement
  - Using ITIL® and Project Management
- Part 5 - What Should I do Next?
  - Available ITIL® and Project Management workshops and certification training

## Program Material

This training program includes the following as reference documentation:

- Instructor presentation
- Additional valuable documentation
  - ITIL® and Project Management Glossary of Terms
  - Project Management Templates

## **Simulation and practical application**

We provide the students with real life experiences; we use the client issues and problem as "Case study" example for the purpose of discussion to show the value of using best practice