Defining and Valuing IT Services
GK2771

Delivery Type: Classroom
Duration: 3 days

Overview

IT organisations struggle with business-IT alignment and business service management. IT organizations often cannot accurately define what they do and may not understand the priority of IT projects to the business. By defining your IT services, you will start to build your service catalogue and take steps toward service portfolio management.

In this class, you will learn how to define and value IT services in business terms to understand the services with the highest value to your business. You will practice defining IT services and get take-home tools and templates you can use in your own organization to rapidly build your service portfolio. You'll learn to identify your stakeholders and work with them to understand their priorities and needs.

For organizations implementing ITIL, our ITIL in action materials will help you take active steps towards successful implementation. All students will learn best practices from a variety of frameworks to help you effectively turn theory into practice.

You will learn key principles from IT Infrastructure Library (ITIL), COBIT and Management of Risk that can be applied from a practical approach to enable your IT service strategy.

Pre-Requisites

Delegates are required to pass the ITIL® v3 Foundation examination. Delegates who do not have this qualifications hould provide proof that they have the experience relevant to attend this course.

Objectives

- ✓ The IT service delivery model
- ✓ Identify IT services
- ✓ Create a product offering
- ✓ Identify risks to the enterprise
- ✓ Assign value to the elements of IT services
- ✓ Build the stakeholder questionnaire
- ✓ Rank the IT services

Target Audience

Anyone responsible for contributing to or managing IT service strategy; Individuals who have attended an ITIL® course and want to know how to implement the framework through practical steps.