

Measuring and Justifying IT Services

GK2772



Delivery Type: Classroom

Duration: 2 days

Overview

During this course, you'll learn how to avoid IT project failure, by measuring and justifying the right projects for your IT service strategy.

Learn to measure IT service performance so you can identify and create IT service improvement plans, determine customer expectations & needs, evaluate IT capabilities and analyze gaps between the two, determine service improvement projects that can close those gaps and achieve business-IT alignment. Discover strategies for selecting the right service improvement project for the highest business impact. Learn to justify service improvement plans by clearly communicating IT project selection criteria in understandable language that promotes business buy-in. Practice measuring and justifying IT services, and you'll get take-home tools and templates to use in your own organization to rapidly build your service portfolio. Become an expert on selecting the IT improvement projects that will have the highest impact to your organization and ensure that your IT efforts are aligned with the business strategy.

Learn how to measure IT service quality & IT capability and use gap analysis tools to select and justify an IT improvement plan. 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'll discover key principles from IT Infrastructure Library (ITIL), SERVQUAL, PMBOK, CMMI, and Six Sigma that can be applied from a practical approach to enable your IT service strategy.

Pre-Requisites

- ✓ ITIL Foundation Certification, or proof of similar, relevant experience.
- ✓ Defining and Valuing IT Services (GK2771)

Objectives

- ✓ Identify gaps in IT service delivery and performance
- ✓ Create the gap analysis model
- ✓ Conduct a gap analysis
- ✓ Identify improvement opportunities based on gap analysis

- ✓ Select the right improvement project
- ✓ Identify the project and process tasks
- ✓ Create a justified business case

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.