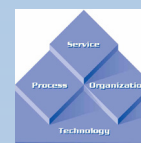


# ITSM Workshops



**LENDING YOU A HELPING HAND TO ITSM SUCCESS!**

## ITSM Workshops

Implementing IT Service Management (ITSM) and ITIL®-based best practices has proven to be a task that is not as obvious as it may seem. The ITIL publications and the ITIL Foundation certification training course may give the impression that with some common sense one could come a long way. Unfortunately, the majority of the ITIL or ITSM adoption programs fail due to aspects that are not addressed in the official ITIL literature or an ITIL Foundation course.



Our **ITSM Workshop** services emphasize on the **how-to aspects** one doesn't find in the ITIL literature or even the advanced ITIL certification training courses.

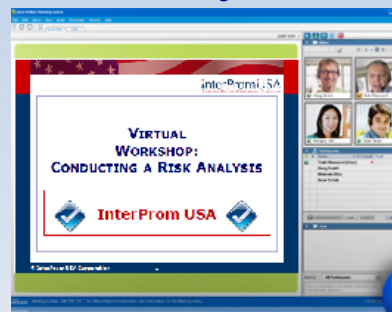
Examples of how-to aspects for which we offer workshops are:

- Designing an ITIL v3 process, their supporting procedures and technology architectures
- Improving or Optimizing a process
- Designing an ITSM Program (Office)
- Designing a process-oriented or service-oriented IT organization
- Designing a Service Portfolio, a Service Catalogue, or an SLA/OLA/Underpinning Contract template
- Reviewing your Underpinning Contracts on a no-cure-no-pay basis
- Sourcing services based on the Information Services Procurement Library (ISPL)
- Applying the best practices of the Application Services Library (ASL) or the Business Information Services Library (BiSL)
- Institutionalizing the roles and responsibilities of the Service Owner or Process Owner
- Defining a Business Case for ITSM improvements

- Defining KPIs, Metrics, and Measurements for Services, Processes and Technology
- Defining a Service Architecture, a Process Architecture, or a Technology Architecture
- Defining Budgeting Models, Cost (Accounting) Models, or Chargeback Models
- Applying techniques such as Root-Cause Analysis, Service Demand Analysis, Business Impact Analysis and Risk Analysis
- Conducting a Risk Analysis based on COBIT and M\_o\_R

## Workshop Format

Our **ITSM Workshops** are conducted at your site or online in a virtual meeting room. The workshops are facilitated by our own experienced and knowledgeable consultants.



## Virtual Workshops

With the help of VoIP-based technology we conduct **ITSM Workshops** online. All you need is a high-speed Internet connection and a microphone. If you have a camera that would even be better. Our technology allows for 'white-boarding', breakout sessions, presentations, polls, etc. This cost-effective alternative has proven to be very productive.

## Duration

Depending on the size of your organization and the scope of the workshop, a typical **ITSM Workshop** session lasts 0.5-5 days.

**Please contact us for more information.**

## Why InterProm USA?

- InterProm USA is one of the very few ITSM consulting firms that have served the ITSM market for almost two decades
- All our consultants have real life, hands-on, and practical experience adopting and implementing ITSM best practices in Fortune 100® companies before becoming a consultant