



SM-2022: ITSM - Journey To Excellence

Reducing operations & support costs and improving service levels with globally accepted Best Practices

Benefits:

- Acquire a basic working knowledge of the Service Delivery and Support processes.
- Acquire a general appreciation for the linkages and dependencies between the processes.
- Understand the relationship between IT services and IT value.
- Become familiar with the basic ITSM implementation Roadmap.

“Achieving IT Operational Excellence is a journey, not a destination”

David Nichols
President/CEO
itSM Solutions LLC

“The interactive nature of the course pulls you in and keeps you engaged throughout. I liked the ability to compare my thoughts with the ITIL best practices in resolving the situations presented in it.”

James Kuhn
Lead Systems Engineer
Mitre Corporation



Contact Avant
314.785.0051 Direct
info@avantusa.com
www.avantusa.com



business partner



Course Description: This Web-Based training course introduces the basic concepts of IT Service Management as described in the IT Infrastructure Library (ITIL) and demonstrates how they are used to establish direct links between IT service and IT value. In addition, participants will come away with an effective Roadmap for implementing IT Service Management (ITSM) within an organization.

Who Should Attend? Senior IT and business executives, IT management and staff, consultants, project managers, business liaisons, sales executives and others interested in learning about IT Service Management. A Journey To Excellence is also an excellent resource for on-going staff training and new employee orientation.

Format: Interactive web-based sessions with real-life scenarios and knowledge quizzes. Nominal time for course completion is 2 hours.

Curriculum: The course introduces the learning objects listed below

- Introduction to the ITSM Processes
- Activities
- Benefits
- Challenges
- Relationships
- An ITSM Roadmap
- Approaches for Introducing ITSM to an organization
- Implementation Strategies
- Sources of additional ITSM information

Prerequisites: None.

Examination: None.

Price: \$99 (through 6/30/2007)

Avant is a certified itSM Solutions Delivery Partner.
All content and accreditations are licensed from, and maintained by, itSM Solutions, LLC.

Our extensive experience and proven methodologies keep your initiatives on track, resulting in a faster and larger Return on Investment.