



# SM-4030: ITSM Implementation Workshop - Stabilization 1

Improving service levels with globally accepted Best Practices and Real-World Experience

### Benefits:

- Acquire the specific skills that are needed for thorough planning and implementation of the ITSM processes.
- Develop personalized Service Desk, Incident and Problem management designs and plans for immediate use.
- Acquire an extensive knowledge of the Service Desk function and Incident and Problem Management processes, linkages and dependencies.

### Comments from past students -

*"The instructor was an outstanding knowledge expert with real world experience who understood how to apply ITIL to daily experiences ... I would strongly recommend Avant Corporation for training delivery and implementation assistance."*

*"The instructor did an excellent job. He really knows his stuff and made it much easier for us to learn. He is certainly a valuable asset."*

*"The instructors business process and industry best practice knowledge exceeded my expectations. His knowledge from consulting engagements provided excellent discussion material."*



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**Course Description:** This 4-day workshop covering Service Desk, Incident and Problem Management (the Support and Restore cluster) helps Service Providers and IT organizations quickly gain control of "reactive" processes. The workshop teaches the student how to stabilize their IT infrastructure, significantly impact IT service availability, IT resource utilization and business customer satisfaction, and establish the value of IT services through the support of Service level Management.

The workshop devotes its beginning days to reviewing each process and detailing the planning, implementation, operational and integration activities necessary to successfully implement them. The workshop wraps up by producing an initial process design and integration plan, along with the requirements for enabling technology.

We have taken years of expertise and distilled them into this easy to understand training program. Each student receives "ready to use" process templates and leaves with a personalized design and integration plan in hand!

**Who Should Attend?** Process owners, project managers, process implementation teams and managers responsible for the successful implementation of ITSM processes.

**Format:** 4-days of highly interactive classroom lecture, discussion, team exercises and quizzes.

### Curriculum:

- Days 1-2:** Service Desk, Incident and Problem Management Review
- Planning - Activity, Inputs, Outputs (*Deliverables*)
  - Implementation - Activity, Inputs, Outputs (*Deliverables*)
  - Operations - Activity, Inputs, Outputs (*Deliverables*)

- Days 3-4:** Integration Planning Practicum
- Process - Objectives & Goals
  - Process - Design
  - Activities - input, Output

**Prerequisites:** Foundation Certificate in IT Service Management.

**Examination:** None.

**Reference Material:** Each student receives a detailed workshop guide including detailed process templates.

**Price:** \$2,795 (through 6/30/2007)

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