



## SM-4036: ITSM Implementation Workshop - Optimization 2

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 Availability, Capacity, and Service Continuity Management designs and plans for immediate use.
- Acquire an extensive knowledge of the Availability, Capacity, and Service Continuity 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 instructors business process and industry best practice knowledge exceeded my expectations. His knowledge from consulting engagements provided excellent discussion material."*

EXIN Accredited Training Provider



### Contact Avant

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



business partner



**Course Description:** This 4-day workshop covering Availability, Capacity and Service Continuity Management (the Plan and Improve cluster) helps Service Providers and IT organizations plan and deliver IT services with the required availability, supporting organization and processes. These processes will significantly impact service availability, resource utilization and customer satisfaction, and establish the value of services through the support of Service Level Management and service planning.

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:** Availability, Capacity & Service Continuity 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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Our extensive experience and proven methodologies keep your initiatives on track, resulting in a faster and larger Return on Investment.