Implement an ITSM solution

★ ★ ★ ★ ★

SII-22   2 Days (14 Hours)

Description

ITIL® has become an essential reference framework for IT service management. However, implementation requires appropriate tools. In this training, you will learn how to choose the right tools and how to successfully integrate an ITSM solution. You will experiment with certain ITSM tools in SaaS mode.

Who is this training for ?

For whom

Understand the issues of integrating ITSM solutions Choose a solution adapted to the needs of its users and the context of the company
Use the main functionalities of Full ITSM ITIL Compliant tools Carry out ITSM tool administration tasks (Codeless)

Prerequisites

Aucune

Training objectives

- Presentation, feedback and demonstration on EasyVista and iTop ITSM tools

Training program

Rappel des "Best Practices" ITIL® 2011

- ITIL® 2011 approach and service life cycle.
- Processes and functions. Processes and workflows.
- Realities and responsibilities. The RACI matrix.
- Tools and technologies useful for implementing ITIL® processes.
- Collective reflection.
- Discussions on typical problems related to the implementation of ITIL® in an organization.

Choix d'un outil ITSM : réaliser une préétude

- Organization audit: position an ITIL® maturity level for your organization.
- Tool audit: position an ITIL® maturity level of the tools used.
- Exercise.
- The maturity criteria of the organization and the tools.

Rédiger l'expression de besoins

- Model process macros: identify activities and allocated resources (RACI).
- Write functional specifications: list functional needs.
- Create an ITSM master plan including construction sites and subdivisions.
- Exercise and discussion based on pre-constructed standard deliverables.

Communiquer et former

- Prepare support for change and a communication strategy.
- Identify key contributors (Sponsor and key users).
- Produce training materials.
- Exercise on a pre-constructed communication and training plan.

Intégrer la solution ITSM

- Plan workshops, achieve objectives at the end of the workshop: method and monitoring.
- Identify, prioritize, approve deviations (loads outside specifications): analysis of deviations.
- Functional recipe (create the recipe book, manage anomalies): acceptance criteria.
- Project assessment and implementation of a TMA: monitoring of anomalies and migration tool.
- Exercise.
- Discussions on the main issues linked to the integration of an ITSM solution.
- Presentation of a methodology.