

ITIL Implementation Strategies – Teleseminar Structure

Introduction

ITIL in Context

Summary of the 12 Questions

Q1. 'Selling' ITIL

- ITIL through lenses
- First Touchpoint
- Obstacles

Q2. Obtaining 'buy-in'

- Objections to change
- Change in waves
- Drift Back
- Communications

Q3. ITIL's ROI

- Baselineing
- Re-measuring
- Quick wins

Q4. Maintaining Momentum and Buy-In

- Keeping people involved
- Communications campaign

Q5. Required 'Soft Skills'

- People skills
- Negotiation skills
- Organisational change skills
- Soft skills analysis

Q6. Implementing From 'Scratch'

- Chapter Three (URL)
- Visioning
- Assessment
- Planning
- Initial wins
- Foundation
- Control
- Tooling considerations

Access To Bonus Materials

- Download area (URL)
- DICE Model
- Feedback (URL)

Q7. Moving Ahead With ITIL

- Look at all 10 processes
- No prescription

Q8. Overcoming Failure

- Nine things that work
- Real world examples
- Tool approach
- CMMI approach
- Cultural Barrier
- Single process approach
- Mistake #1

Q9. ITIL With Other Methodologies

- Six Sigma
- CoBIT
- eTOM
- ISO27001
- Methodology Overload

Q10. ITIL For Small / Not-For-Profit Orgs

- ITIL for business lines

Q11. Implementing The CMDB

- Tooling market
- Starting point
- Service catalog
- Physical file cabinet
- Issues

Q12. Implementing The Service Catalog

- Starting point
- Example

Wrap-up

- Thoughts on these questions
- What's next?

Measuring ITIL - The New Book

- CD containing the ITSM Modelling Tool
- Kickstarting your measuring
- Thanks Everyone!