

Invitation for Short ILM Consultancy cum Workshop On

Information Technology Service Management (ITSM)

A fast-track approach to achieving world class performance

Consultancy Duration = 4 Hours

Objective

IT Service Management (ITSM) is a top-down, business driven approach to the management of IT that specifically addresses the strategic business value generated by the IT organization and the need to deliver a high quality IT service. It is a wide area covering all aspects of IT Operations and Services.

There is an urgent need to present all these areas in a simple easy-to-understand practical manner. **The best way to learn is to practice the concepts as you apply them to your unique situations.**

This ILM Short Consultancy cum Workshop will take you through the myriad details of Change Management, Configuration Management, Release Management, Incident Management, etc. in a step by step manner. You will learn each process area and the connections between them.

Original material has been developed by the experienced Course Leader for this purpose.

ILM Team believes that our executives and professionals must clearly understand this fast growing area so that they can apply it in their organizations.

Potential Attendees

CIO's, IT Managers, NW Managers, Infrastructure Specialists, Help Desk Teams, QA Professionals, DBA's, Team Leaders, Auditors, IT Vendors, Business Continuity Teams, etc.

You will learn

Where we do stand as an IT Service Organization?

What are our strong areas?

What are our weak areas?

Where do we go from here?

Topics Covered

Part I – Hour 1 – IT Services Management Overview

Overview of ITIL – two parts: Services Support & Services Delivery

Services Support - Service Desk, Incident Management, Problem Management, Change Management, Configuration Management, Release Management

Services Delivery - Service Level Management, Capacity Management, Availability Management, Financial Management, Service Continuity Management

Key Terminologies: Services Catalogue, Service Level Agreements (Unit & Customer), Change Management Group, Change Advisory Board, etc.

Part II – Hours 2 & 3 – Self Assessment Exercises

During this part Self Assessment of Major ITIL processes will be conducted.

1. Service Desk
2. Change Management
3. Configuration Management
4. Service Level Management

Part III – Hour 4 – Analysis of possible Certification Paths

How does an organisation achieve Certification?

What Professional Certifications are suitable for team members?

Alignment of ITIL and ISO 20000 and CMMI-Service

Reasons for Implementation

Where do we go from here?

Close

Methodology

Highly interactive workshop, real life examples will be discussed. **Each Self-Assessment Exercise will be followed by a short discussion on critical areas needed for improving your score.** Selected Standards documentation, Sample forms, checklists, etc. will be shown. Some hard copy and many softcopy handouts shall be distributed (**Bring along your flash drives**).

Course Leader:

Anwar Kamal

CISA, CISSP, CCNA, MCP, MCP+I, ITIL Foundation

IT Internal Auditor / IT Solution Expert

- **BS7799 Lead Auditor**
- Training and Management Consultant
- 13+ years of Systems Security, Networking experience
- Worked in international environment for more than 17 years
- **Memberships:**
 - **ISACA (Information Audit and Control Association)**
 - **ISSA (Information System Security Association)**
 - **ACFE (American Certified Fraud Examiners)**
 - **Pakistan Society of Criminology**
 - **Pakistan Society of Computer Science**

Date: Monday 17th May Time: 5.30 pm – 9.30 pm

Venue: ILM Network
203 / O, Block 2 First Floor - Off Tarique Road
P.E.C.H.S. Opp. Ghousia Masjid Near Jheel Park
Karachi

Contact: 0300 2468124 - Just send SMS with course name and attendee name(s)
and we shall contact you

Fee:

Company Sponsored attendees: Rs 2000 per person
(20% Discount i.e. Rs 1600 per person if 3 or more in the team)

Self Sponsored attendees: Rs 1000 per person
(20% Discount i.e. Rs 800 per person if 3 of you enroll together)

Cost includes handouts, snacks and ILM Network Certificate

Enrolments will be made on first-come first-served basis - Enrol Now!