



hp services

education

course description

Service Level Management Workshop - September 30, 2003

workshop overview

This one-day workshop introduces the concepts of how to implement the IT Service Management (ITSM) process Service Level Management (SLM). The presentations will focus on organization, process and technology solutions to successfully build a relationship with the business. Real case studies will be introduced during the day. There is also time to discuss topics like Service Definitions and Process Design with experienced ITSM consultants.

audience

IT professionals, managers and executives who are responsible for the delivery of IT services in an organization, with a focus on Service Level Management or Customer Relationship Management

benefits to you

- Get first hand experiences from organizations that have gone through implementing SLM
- Get to talk to experienced ITSM consultants that can provide you with guidance and/or recommendations based on their experience
- Understand the approach that HP is using in helping customers towards successful SLM implementations
- The attendee will receive example documentation that will support a successful SLM implementation

pre-requisites

None

course objectives

- The attendee will understand how Service Level Management in an organization is positioned, designed, managed and maintained
- The attendee will have a clear understanding of all the building blocks for a successful SLM implementation
- The attendee will understand the possibilities of enabling technology for Service Level Management

date & location

Tuesday September 30, 2003 at HP Canada, 5150 Spectrum Way, Mississauga

price

\$200 Can\$

Special combination offer: Register for one of the following courses at the same time and attend the SLM Workshop at no cost.

next steps

- ITIL Essentials Workshop + Foundation Certificate in IT Service Management exam (H9015S)
- ITIL Practitioner Service Level Management Course (H6892S)
- ITIL Service Manager courses I & II (H8988S & H8989S) + IT Service Management Exams Preparation Workshop (H8990S)

Information on prerequisites, course dates & locations at www.education.hp.com/curr-itsm.htm

to register

You can register for this Workshop or the Special Combination offer by calling 1-800-563-5089.

why hp services?

- Based on over twenty years of experience in delivering IT Service and Infrastructure management consulting services, HP Services enables organizations to move from a technology provider to a service provider running IT as a business by controlling cost of service, improving the quality of service and enhancing IT's overall value to the business.
- Utilizing HP's IT Service Management Reference Model, HP Services provides you with a well defined IT Service Management solution that addresses IT processes, organizational structure, roles and responsibilities, education and the supporting management technology environment required to deliver best practice IT services in support of your business objectives.
- The experience of the people of HP Services combined with innovative thinking, assist you in designing, building, integrating, managing and evolving world class, bullet-proof IT services to your customers which are the result of processes and a service culture that are controlled by people and supported by an stable infrastructure monitored and operated by HP Open View solutions and best-in-class partner management technology.
- As a leader in IT infrastructure management, HP Services provides experienced, ITIL Service Manager certified consultants who apply ITIL best practices and proven methods to help organizations thrive and win in the new economy. HP Services can help to design and implement IT processes that reduce the complexity of IT management and align IT service delivery with the needs of the business.

detailed outline: Service Level Management Workshop

module		key topics
Introduction and Welcome	8:30 – 9:00	<ul style="list-style-type: none"> • Breakfast • Registration
Service Level Management Overview	9:00 – 10:30	<ul style="list-style-type: none"> • Introduction of IT Service Management (ITSM) • Introduction of the Service Level Management (SLM) Process • Introduction of Adaptive Enterprise and the relationship with ITSM • Introduction of the SLM Roadmap • Introduction of the link between Process, Organization and Technology for SLM
BREAK		
Customer Case Studies - Managing an SLM Implementation Project	11:00 – 12:30	<ul style="list-style-type: none"> • Introduction of an SLM project • Developing the approach • Managing the issues and complications during the SLM project • Showing key successes for an SLM project • Managing organizational challenges
LUNCH		
WITHIN THE TRACKS AN EXPERIENCED CONSULTANT WILL FACILITATE THE TOPIC. THESE INTERACTIVE SESSIONS WILL FOCUS ON QUESTIONS FROM THE PARTICIPANTS WITHIN A STRUCTURED APPROACH.		
Track 1 – Process design and organization	1:30 – 2:45	<ul style="list-style-type: none"> • Process Design <ul style="list-style-type: none"> - Design Criteria - Activities - Roles and responsibilities - Process Guide • Introduction of the process into the organization • The relationship between Service Planning, Customer Management and Service Level Management within the HP ITSM Reference Model
Track 2 – Service Definition	1:30 – 2:45	<ul style="list-style-type: none"> • The definition of Services • The approach on how to define services • Introduction of templates • Defining Service Level Objectives • The relationship between service specifications and service catalogue • Internal and external specifications
BREAK		
Summary of the Track sessions	3:15 – 3:45	<ul style="list-style-type: none"> • The facilitators will summarize the key learning points & outcomes of the two tracks
Use of Technology for Service Level Management	3:45 – 4:45	<ul style="list-style-type: none"> • Introduction of technology that can support a Service Level Management process • Why the use of technology to support an SLM Process • Customizing technology to support the process • Service reporting and dashboards • Communication of Service Levels through technology • Selection of enabling technology
Closing	4:45 – 5:00	<ul style="list-style-type: none"> • Questions and answers • Wrap-up

for more information

To locate country contact information and to learn more about HP Education Services, please visit our worldwide web site at <http://education.hp.com>.

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