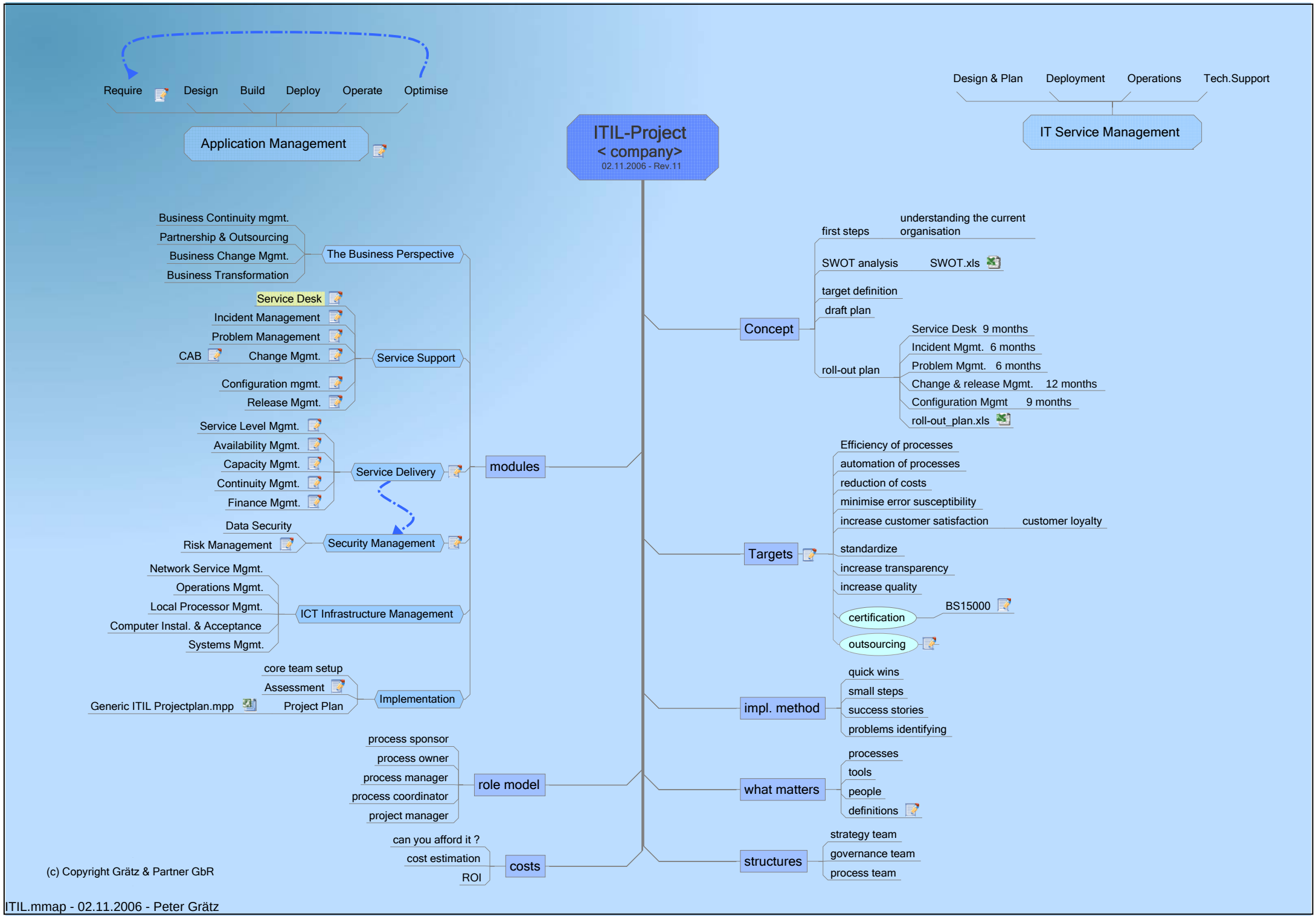
ITIL-Project
< company>
02.11.2006 - Rev.11
Application Management
Require
Design
Build
Deploy
Operate
Optimise
IT Service Management
Design & Plan
Deployment
Operations
Tech.Support
modules
The Business Perspective
Business Continuity mgmt.
Partnership & Outsourcing
Business Change Mgmt.
Business Transformation
Service Support
Service Desk
Incident Management
Problem Management
Change Mgmt.
CAB
Configuration mgmt.
Release Mgmt.
Service Delivery
Service Level Mgmt.
Availability Mgmt.
Capacity Mgmt.
Continuity Mgmt.
Finance Mgmt.
Security Management
Data Security
Risk Management
ICT Infrastructure Management
Network Service Mgmt.
Operations Mgmt.
Local Processor Mgmt.
Computer Instal. & Acceptance
Systems Mgmt.
Implementation
core team setup
Assessment
Project Plan
Generic ITIL Projectplan.mpp
role model
process sponsor
process owner
process manager
process coordinator
project manager
costs
can you afford it ?
cost estimation
ROI
Concept
first steps
understanding the current organisation
SWOT analysis
SWOT.xls
target definition
draft plan
roll-out plan
Service Desk 9 months
Incident Mgmt. 6 months
Problem Mgmt. 6 months
Change & release Mgmt. 12 months
Configuration Mgmt 9 months
roll-out_plan.xls
Targets
Efficiency of processes
automation of processes
reduction of costs
minimise error susceptibility
increase customer satisfaction
customer loyalty
standardize
increase transparency
increase quality
certification
BS15000
outsourcing
impl. method
quick wins
small steps
success stories
problems identifying
what matters
processes
tools
people
definitions
structures
strategy team
governance team
process team
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