



In partnership with



*The training specialist in
ITSM best practices*

ITIL® Framework and Benefits Webinar

Summary Slide

- **Who is Ahead Technology?**
- **What Is ITSM?**
- **What is ITIL®?**
- **The ITIL® V3 Structure**
- **Benefits of ITSM training and/or implementation**
- **ROI of implementing ITSM – sample sectors**
- **Who is interested in ITIL®**
- **Training Modalities**
- **Our Professional Services**
- **Why Ahead Technology?**

Who is Ahead Technology?

- **Ahead Technology Inc.**


- Private Corporation founded in 2002
- Headquarters in Ottawa, Ontario Canada
- World renowned specialist in IT Service Management (ITSM) Best Practices
- LCS - ITIL® Accredited Training Organization (ATO)
- ISACA® Licensee
- Our CEO represents North American ATOs on the ITIL® Qualification Board sub-group advisory committee.
- Services
 - ITSM training solutions
 - ITSM Consulting and coaching
 - ITSM & ITIL® professionals' placement

Who is Ahead Technology?

- **IT Service Management organization with global reach**
- **Worldwide experiences in the provision of ITSM/ITIL® best practices**
- **Certified Professionals and Subject Matter Experts with real-life practical ITSM experience**
- **Diverse background and expertise**
 - IT Business Managers,
 - Service & Delivery Managers,
 - Consultants / Coaches
 - Accredited Trainers,
 - ITSM Assessors & Auditors,
 - IT Outsourcers,
 - Business Analysts, and
 - Project Managers

Our ITSM Training offerings

- **Full curriculum of IT Service Management best practice training programs:**

- ITIL® V2 and V3 Certificate Programs
 - Loyalist Certification Services Accredited Training Organization (LCS-ATO)
- COBIT® Foundation Program 
 - An ISACA® Licensee.
- ISO/IEC 20000® Foundation Program
 - itSMFi

itSMFi

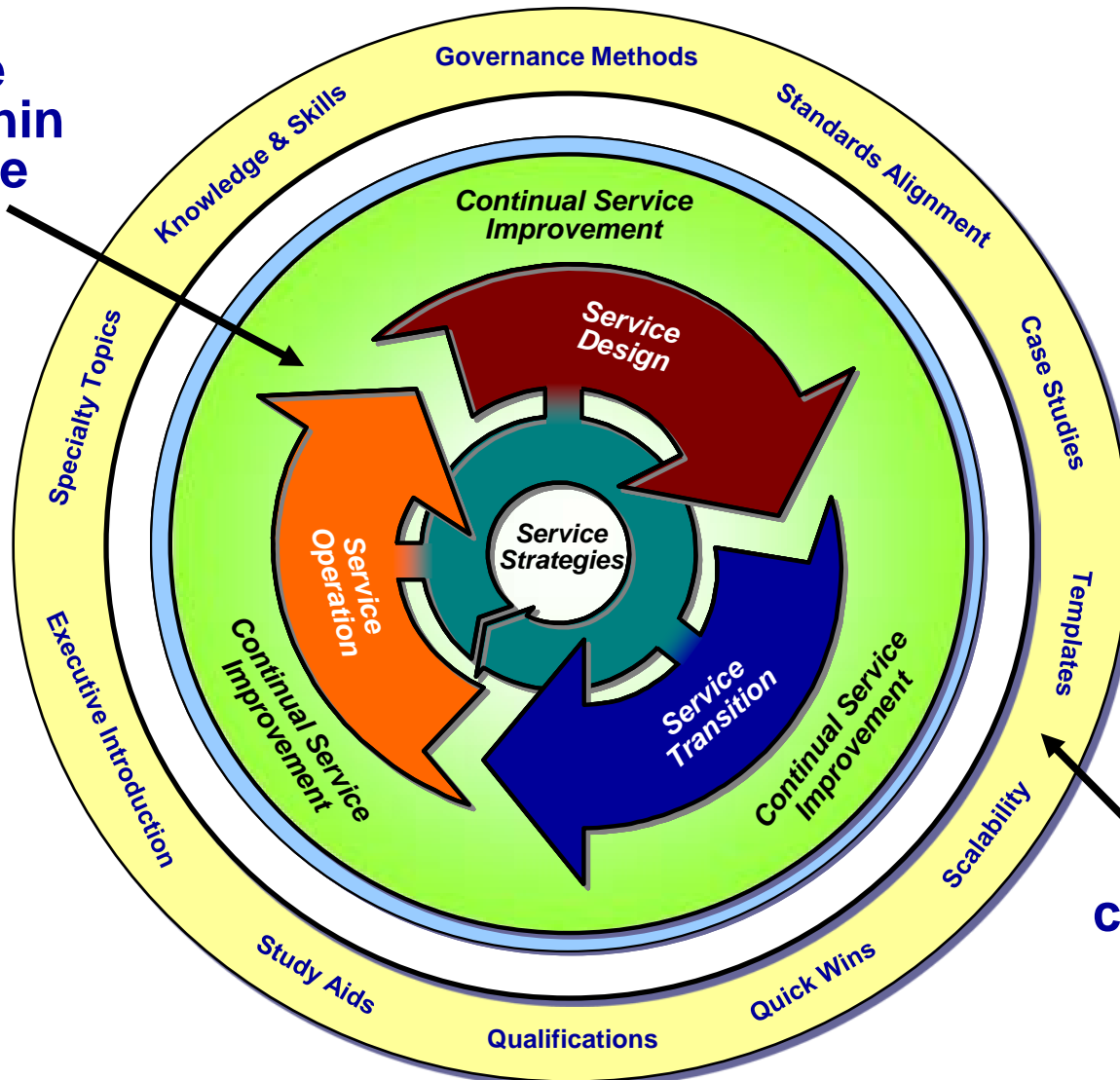


What is ITIL®?

- ITIL®, Information Technology Infrastructure Library is the most widely accepted framework for IT service management in the world
- ITIL® is also supported by a comprehensive qualifications scheme, accredited training organizations, and implementations and assessment tools

The ITIL® V3 Structure

The Core Models within the service lifecycle phases



Future complementary Value Added products

ROI of implementing ITSM – sample sectors

• FINANCIAL SERVICES (BANKING & INSURANCE)

- As confidentially reported from one of the **largest global banks**, “After implementing ITIL best Practices in change, incident, problem and release - reduced severity 1 incidents caused by change by 60% over 12 month period (190 to 76) – saved \$10 Million plus in service interruptions based on the cost to the business in real dollars, as well as productivity impacts. The actual ROI calculation was a \$10 Million save against \$30,000 incremental expense.”
- In 2002 **Visa** began implementing Incident Management, resulting in their incident resolution time being reduced by as much as 75%, and in improved monitoring of system outages. *Smart Enterprise Magazine*
- **JP Morgan Chase** implemented ITIL’s Incident, Problem, and Change Management processes to improve their Service Desk operations. The Service Desk now sustains a 93% customer satisfaction rate and a first call resolution of 75%. Eliminating the root cause of Problems has led to an overall decrease in 500,000 calls. *Computerworld UK*

ROI of implementing ITSM – sample sectors

• GOVERNMENT

- By developing a strong enterprise architecture and IT Governance program, the **State of Illinois** was able to save over \$130 million dollars annually. *Public CIO*
- The **Ontario Justice Enterprise** was able to reduce their support costs by 40% by creating a virtual Help/Service Desk. *Network World*
- The **State of North Carolina** began their ITIL program in 2006 with Incident and Change Management. In less than 3 months they were able to increase their incident resolution by 32%, improve their ability to solve service requests within the agreed upon timeframe by 20%, and reduce overall downtime and incidents. *ITIL V3: Continual Service Improvement*
- Four years into **Sarasota County's** implementation of ITIL the county's Help Desk is a model of efficiency and effectiveness. *StateTech Magazine*

ROI of implementing ITSM – sample sectors

• HEALTHCARE

- The **Hospital Corporation** of America credits the infrequency of network/computing outages to the repeatable and consistent delivery of IT Services resulting from their ITIL Implementation. *Network World*
- After implementing ITIL, **MultiCare** has seen dramatic improvements in IT services and productivity such as reducing their backlog of trouble tickets from 700 to 50 within 6 months. *SearchCIO*

• LEGAL

- Legal Firm “...**Shoosmiths** decided it needed to improve the quality of service provided by its IT department by training up its staff to Information Technology Infrastructure Library (ITIL) Foundation.” They deem it a success as the firm’s first call resolution increased from 60% to 76%, and overall service levels increased from 80% to 88% in 10 months. The number of incidents they are able to handle has also increased significantly from 2,500 incidents (500 unresolved) to 4,000 incidents a month with only 130 unresolved. *Computing.co.uk*

ROI of implementing ITSM – sample sectors

• MANUFACTURING

- As a result of their ITIL implementation **Hershey Foods** achieved a 97% success rate on changes made, with less than 3% of changes requiring a step back to their prior state of operation. Gartner
- **Johnson and Johnson** saw a cost savings and avoidance of more than \$30 million in 2005 alone by implementing their "Process Excellence" methodology, of which ITIL is a central component. The NCS annual report highlighted the China Help Desk for shaving one-third off the average time between incident report and resolution, from 27 minutes down to 18 minutes. Ascendant Ventures
- **Procter & Gamble's** ROI story of their ITIL Implementation began in 1999 with a documented 6% to 8% cut in operating costs. Since then, P&G has publicly attributed nearly \$125 million in annual IT cost savings to its adoption of ITIL – an overall savings of about \$500 million in 4 years. That savings is equivalent to nearly 10 percent of the consumer-products company's annual IT budget. The savings were credited in part to a 10% reduction in Help Desk calls. Network World

Benefits of ITSM training and/or implementation

- **ITIL® does not require a license to practice and it is independent of any commercial solution, company core competency or infrastructure.**
- **Scalable – ITIL® can be adopted by any type and size of organization and adapted for business needs and requirements.**
- **Reduce Costs – ITIL® has proven its value in reducing Total Cost of Ownership-TCO and Total Cost of Utilization-TCU.**
- **ROI - ITIL® helps IT organizations demonstrate their return on investment and measurable value to the business.**
- **Improved Quality - ITIL® helps improve the quality of IT services through well know Quality frameworks and practices.**
- **Aligned to Standards and best practices - ITIL® is well aligned to the ISO/IEC 20000 Standard, COBIT® and CMMi.**
- **Qualification - ITIL® supports ITSM professionals and increase their knowledge and value to business with a line of accredited training and education courses.**

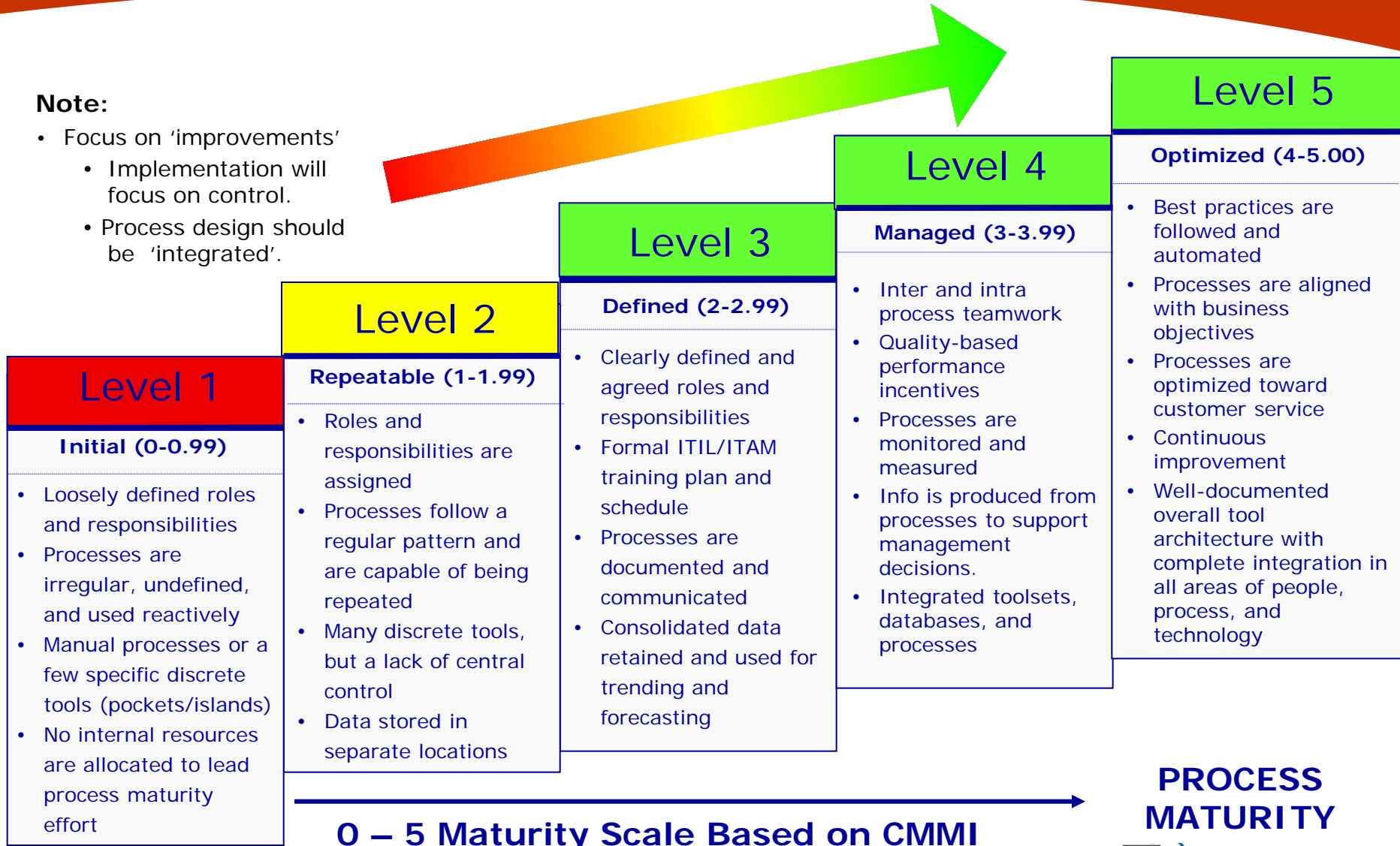
Benefits of ITSM training and/or implementation

- **ITIL ® Provides a Continual Improvement approach to managing IT Services and processes.**
- **Business focus - Everyone within the business will have the same understanding:**
 - of the basic ITIL® Phases, Principals, Processes and ITSM best Practices
 - of the common language, terminology; this helps with organization focus and collaboration
- **Enables you, among other benefits, to have the knowledge and skills to accomplish the following:**
 - Properly strategize, define, design, implement, support and improve IT services effectively and efficiently
 - Speed to market
 - Define and develop your value proposition
 - Clearly understand your SWOT
 - Establish, align and re-align Business / ITSM priorities
 - Enable SMART and successful approach to ITSM implementation

Benefits of ITSM training and/or implementation

Note:

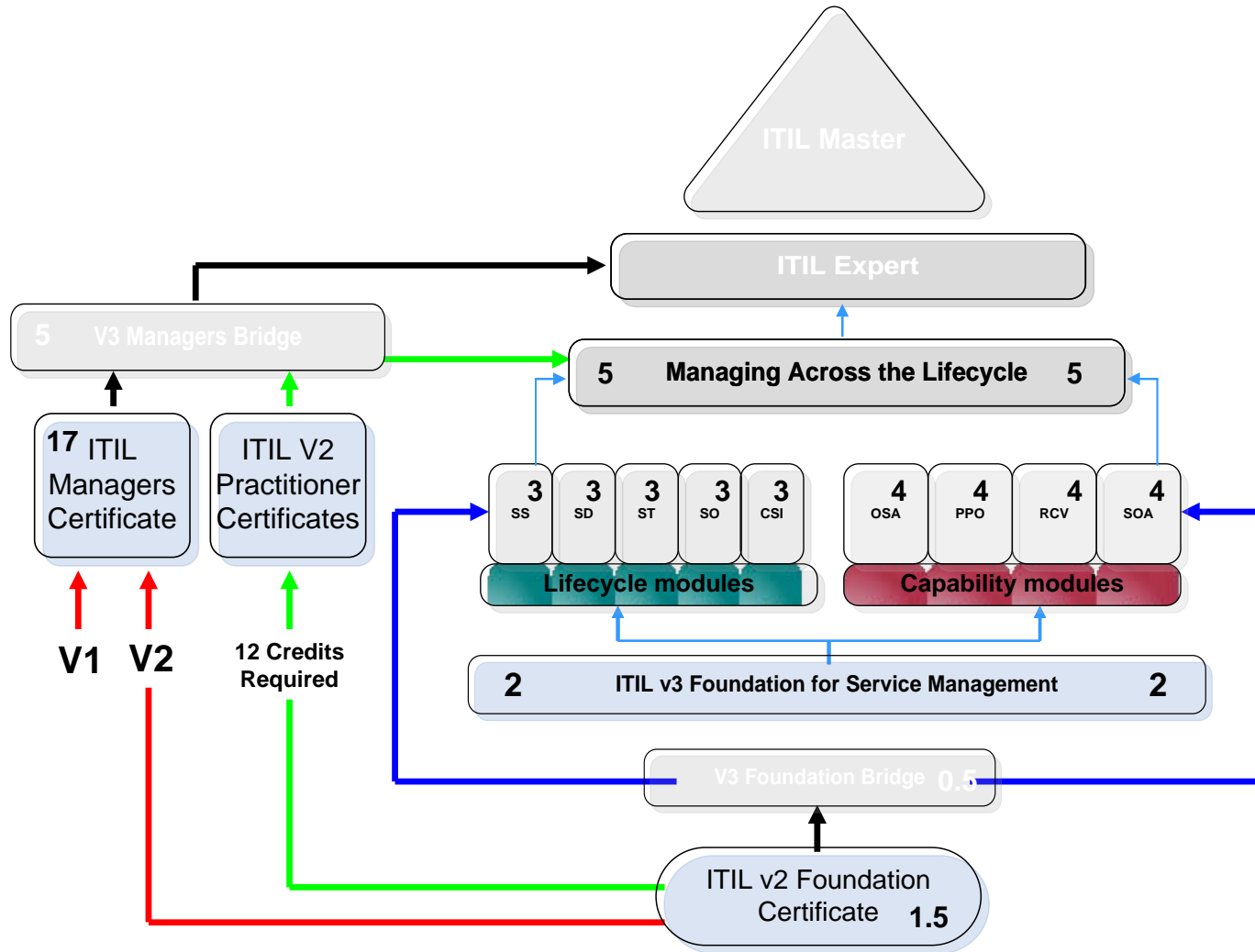
- Focus on 'improvements'
 - Implementation will focus on control.
- Process design should be 'integrated'.



Who is interested in ITIL®

- **Chief Information Officer**
- **Director of IT**
- **Director of HR**
- **IT or Corporate Training Coordinator**
- **Procurement officer**
- **Service Manager**
- **Operations Manager**
- **Service Desk Manager**
- **IT Service Management Program Owner/Manager**
- **Strategic Planning office**
- **Governance office**
- **Best Practices and Standards office**
- **...**

ITIL® Certification Structure



© OGC's Official Accreditor - The APM Group Limited 2008

ITIL® V3 Programs

- **ITIL® V3 Executive Overview Course - ½ day**
- **ITIL® V3 Overview Course - 1 day**
- **Foundation Program (English or French) - 3 days**
- **Foundation Bridge - 2 days**
- **Service Manager Bridge - 5 days**
- **Intermediate Lifecycle Programs:**
 - Service Strategy (SS) - 3 days
 - Service Transition (ST) - 3 days
 - Service Design (SD) - 3 days
 - Service Operation (SO) - 3 days
 - Continual Service Improvement (CSI) - 3 days
- **Intermediate Capabilities Programs**
 - Service Offerings and Agreements (SOA) - 5 days
 - Release, Control and Validation (RCV) - 5 days
 - Operational Support and Analysis (OSA) - 5 days
 - Planning, Protection and Optimization (PPO) - 5 days
 - Managing Across the Lifecycle (MALC) - 5 days

- **Foundation (English & French) with formal certification exam - 3 days**
- **Practitioner Program:**
 - ITIL ® Support and Restore (IPSR) - 5 days
 - ITIL ® Release and Control (IPRC) - 5 days
 - ITIL ® Agree and Define (IPAD) - 5 days
 - ITIL ® Plan and Improve (IPPI) - 5 days
- **Service Manager - 12 days**

Which Program is good for you?

Service Management Lifecycle Competencies Matrix

Service Strategy	Service Design	Service Transition	Service Operation	Continual Service Improvement
Associated Processes (based upon ITIL V3)				
<ul style="list-style-type: none"> • Financial Management • Service Portfolio Management • Demand Management 	<ul style="list-style-type: none"> • Service Catalogue Management • Service Level Management • Capacity Management • Availability Management • IT Service Continuity Management • Information Security Management • Supplier Management 	<ul style="list-style-type: none"> • Change Management • Service Asset and Configuration Management • Release and Deployment Management • Service Testing and Validation • Evaluation • Service Knowledge Management 	<ul style="list-style-type: none"> • Access Management • Event Management • Incident Management • Problem Management • Request Fulfillment • Service Desk 	<ul style="list-style-type: none"> • Service Reporting • Service Measurement • Return on Investment (ROI) building a business case • The Business Questions for CSI • Service Level Management (review meetings)
Associated Roles (based upon ITIL V3)				
<ul style="list-style-type: none"> • Finance Manager • Budget Holder • Service Manager • Service Portfolio Manager • Business Relationship Manager • IT Steering Group 	<ul style="list-style-type: none"> • Availability Manager • Service Level Manager • Service Catalogue Manager* • Capacity Manager • Information Security Manager • Supplier Manager • Contract Manager • Procurement Manager • IT Service Continuity Manager 	<ul style="list-style-type: none"> • Project Manager • Change Manager • Change Analyst • Support Analyst • Application Expert • Infrastructure Expert • Release Manager • Testing Manager • Configuration Manager • Asset Manager 	<ul style="list-style-type: none"> • Incident Manager • Access Controller • Risk Manager • Service Manager • Service Desk Agent • Service Desk Supervisor • Service Desk Manager • Event/Systems Manager • Operations Manager • Operator • Problem Manager • Service Request Agent 	<ul style="list-style-type: none"> • Service Improvement Manager • Business Value Analyst • Service Manager • Business Relationship Manager • Service Reporting Manager

According to Gartner

- **“... an estimated 60-80% of IT production-level changes lead directly to issues, incidents, or disruptions to service within the user community”**
- **“ ...75% of organizations contemplating widespread change will fail to consider the organization’s abilities and willingness to change” (i.e. Organizational Change).**
- **“ ...as much as 60% of change initiatives and other projects fail as a direct result of a fundamental inability to manage their social implications”.**
 - This lack of understanding typically manifests in dysfunctional behaviors that undermine and derail the intentions of the initiative.
- **“ ...inexperience, overextension, and under-committed executive sponsorship accounts for 50% of organizational change initiative failures ...”**

Training Modalities

- **Instructor-Led Classroom based**
 - Our instructors can deliver the courses at your site, your customer site or public location
- **Instructor-Led Web-based**
 - Our instructors can deliver the courses via a live virtual classroom session over the Internet
- **e-Learning**
 - Introduction and Foundation courses
 - Interactive self-paced products where you can complete the course at your leisure with optional instructor support.

Our Professional Services

- **Our team possesses a wealth of “Real Life” and practical ITSM experiences.**
- **We can assist and coach you through all phases of “Your” program such as assessment, planning, designing, transitioning, and operating; discussing different elements including:**
 - Assessment & Gap Analysis
 - Consultancy and Coaching
 - Program Management
 - SOR /SOW definition
 - Procurement cycle management (development, proposals evaluation, decomposition, etc..)
 - Tool implementation (Through partnership)
 - Provision of TSO/OGC ITSM Books

Why TekSource in Partnership with Ahead Technology?

- **Our team had developed and delivered training programs at all ITIL® certification levels to and on behalf of numerous major North American and International organizations**
- **Our team members are ITIL® certified at the highest certification level “Service Manager” and at appropriate certification level they teach .**
- **We only associate with market renowned ITSM consultants and trainers; a Subject matter expert team with the experience, knowledge, and history to provide both, clients and participants with the best combination of training and "real life" experience**
- **Strong relationships with some of ITSM/ITIL® governing bodies in North America and the UK**
- **Highly dynamic, mobile organization with world wide international delivery experience**

Why TekSource in Partnership with Ahead Technology?

- **Cost efficient and diverse programs and offerings**
- **Ethical, Trust worthy, Sincere, and genuine in our approach – striving for win-win relationships with our partners and customers.**
- **Comprehensive training programs designed to be used a reference guides**
 - enable participants to understand how to link and align IT to the business
 - assist participants in understanding how to accomplish successful project/program delivery on time and cost efficiently
- **Our approach was triggered by the market demand to better understand what ITIL® is? Why ITIL®? and the "Basics" on How to "ITIL® " or How to transition to ITIL®, beyond the suggestions of the ITIL® books...**

ITIL Training at TekSource

For all webinar attendees who book any of our ITIL courses please use PROMO code: *TekShare* to receive 10% off of the course fee.

<u>Course</u>	<u>Date</u>
ITIL® V3 Foundation Program Certification Program	Nov. 30 – Dec. 2, 2009

Please contact us directly at *info@teksource.ca* if you require additional ITIL training/information.