

Making ITIL Work: How to get your ITIL Adoption Back on Track & GET RESULTS

Course Summary

Description

Many organizations have invested thousands of hours and hundreds of thousands of dollars on IT Service Management Initiatives, yet tracking benefits can be difficult.

In this seminar, ITIL Expert Patrick von Schlag will deliver real world examples of organizations making ITIL work and will highlight the key ABC's of successful ITIL initiatives.

Topics

- Creating Management Commitment
- Driving Organizational Change
- Building Momentum
- Getting Quick Wins
- Sustaining your Program

Audience

This course is designed for IT Managers, Team Leads, Directors and VPs of IT and anyone interested in a successful ITIL adoption.

Duration

One hour