



## ITSM and ITIL

# A Practical Introduction

“Industry experts say close to 75% of IT budgets are eaten up by supporting existing applications. “

- Computerworld, September 2003

“Overall results of moving from no adoption of IT Service Management to full adoption can reduce an organization’s Total Cost of Ownership by as much as 48%”

- Gartner Group

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## Background

Whether the business need is the assurance that employee pay is accurately calculated and deposited or dependable telecommunication across the globe, organizations depend on IT to fulfill their mandate more than at any other time. The potential negative impact of a failed service can have significant consequences. Recent headlines outlining the impact of on-line banking and airline system reservation failures provide concrete examples of this dependence.

## ITSM and ITIL – A Best-Practice Approach

Information Technology Service Management (ITSM) is the discipline that covers all aspects related to the management of IT services. Its goal is to optimize the value IT brings to the business by providing the highest level of service through the optimal use of budgetary, technological and human resources. ITSM is made up of the 10 interrelated processes covering aspects such as problem management, release management, change management and service level management.

The Information Technology Infrastructure Library (ITIL) is a framework of industry best practices for ITSM. ITIL provides proven methods for planning common processes, roles and activities. Developed in the late 80’s in the UK and is now the accepted de facto international standard for ITSM.

## Seminar Synopsis

The objectives of this seminar are to raise awareness of ITSM and ITIL, the associated concepts and their potential, as well as establish a common understanding as to how they can be successfully applied. The seminar is designed to help initiate service management improvements within an organization – It is an excellent starting-point to align management and staff towards best-practice, improvement initiatives.

An overview of each of the 10 ITSM processes, including implementation considerations and pitfalls is presented. The seminar also addresses important questions such as:

- Why focus on ITSM?
- What are the benefits and returns?
- Which organizations have benefited and how?
- How will it affect my job?
- Where do we start?

## Seminar Specifics

Introduction seminars can be targeted at the management or working level, for both IT and non-IT audiences. Sessions normally last ½ a day and can be customized to meet your organization’s needs, availability and audience make-up.

KOAN-IT trainers are seasoned consultants and provide first-hand ITSM implementation experience.