

Accelerate Your Service Portfolio Design

DURATION

2-days on-site at your location

WHAT IS COVERED

- The importance of a Service Portfolio, including a dynamic Service Catalog, for both business and IT stakeholders
- Structuring the Service Catalog for maximum effectiveness
- Service Level Management, the Service Lifecycle, and the Service Owner Role
- Defining the Customers and Users
- Defining and validating the Services provided
- Defining ITIL v3-aligned Service Descriptions
- Distinguishing Services from Systems and Configuration Items (CIs)
- Validating and identifying key related CIs
- An introduction to service-based costing and demand management
- Service configurations and options at varying price points
- Next steps to ensure effectiveness and adoption

DELIVERABLES

- Representative Service Catalog for your organization based on ITIL v3 best practices
- Service Catalog Adoption Roadmap and project plan, customized for your organization's business drivers and objectives
- Service Catalog Marketing Materials to assist you in the internal service catalog adoption and service marketing process
- Two-Week Trial of Lontra's Software to continue the definition of services

BENEFITS & VALUE

Lontra's "Accelerate Your Service Portfolio Design" workshop is grounded in the industry best-practice guidelines of the ITIL v3 framework and expanded through our extensive, practical experience in developing Service Portfolios with our customers.

The workshop helps our customers learn the importance of an effective Service Portfolio to the overall IT Service Management (ITSM) and IT Financial Management (ITFM) activities, and to create a representative Service Catalog for their IT organization through the facilitation of an experienced ITSM consultant.

"Accelerate Your Service Portfolio Design" includes education, knowledge transfer, and hands-on work with market leading technology to design from scratch or advance the customer's existing Service Portfolio, ensuring alignment with industry best practice and ITIL v3.

WHO SHOULD ATTEND

Up to 10 IT Executives, Service Owners, Relationship Managers, and other members of the ITSM Team.

