



HPE Education Services

Applied Service Management Workshop

HK634X

The HPE Applied Service Management Workshop provides expert advice and ‘just in time’ mentoring to ensure ITIL success. The workshop helps take ITIL best practice knowledge out of the classroom and into the IT environment.

Benefits

- Get a greater return from ITIL/ITSM training and certification by applying it directly and immediately in your IT environment.
- Get expert advice and assistance with planning your service improvement projects.
- Gain first-hand experience to leverage the ITIL Continual Service Improvement model to clearly define, manage, and measure the value of improvement projects.
- Increase your team’s confidence and capability in applying ITIL to the real world.
- Improve staff productivity—do it right the first time and increase efficiency.
- Ensure success through measureable results (if it is not measured, then the definition of success is too subjective).
- Align IT to strategic business need, gain improved quality of service and reduce the cost of provisioning services to meet current and future demand by keeping the momentum going.

Workshop description

This workshop series helps your ITIL®/ITSM team take best practice knowledge out of the classroom and into your IT environment.

- Each workshop addresses a specific improvement and results in a tightly scoped implementation plan.
- The workshops uses the Continual Service Improvement (CSI) framework to create implementation plans.
- Over the course of your workshop series, your team will gain mastery of the CSI framework, thereby becoming more self-sufficient in maintaining ITSM momentum.

The set of improvements addressed by your workshop will be unique to your organization’s needs. Specific improvements may include building a service catalog; improving Incident Management with a Known Error Database (KEDB); defining change models for increased Change Management efficiency; or designing a Configuration Management System (CMS) with the right scope.

Your workshop series can include any number of workshops, depending on the number of improvements you are targeting. HPE works with you to determine an optimal set of improvements, based on your current environment, IT strategy, and key IT and business imperatives.

View our full ITSM curriculum at [**hpe.com/us/training/itil**](https://hpe.com/us/training/itil)

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Workshop agenda

Each workshop follows a structured agenda, similar to the one illustrated below, and will be targeted at a specific aspect of your IT environment from a Service Management point of view.

Day 1: Information gathering and discovery

- Confirm 'The Vision' for this improvement. (What is The Vision?)
- Meet with identified stakeholders, and ensure the desired end state is understood (The Vision).
- Introduce the CSI Model as the method for achieving the desired results.
- Articulate Current State. (Where are we now?). Discuss Current State performance, and review specific artifacts/reports as supportive evidence.
- Discuss the challenges of the Current State.
- Agree on the desired Improvement Target. (Where do we want to be?)
- Best Practice approaches regarding the items identified for scope of activity. (How do we get there?)

Day 2: ITIL Best Practice

- Review Best Practice approaches for the items identified for scope of activity.
- Complete assignments—custom activities applying ITIL theory to real world practical examples. This may include creating RACI charts, process models, service models, a priority and risk matrix.
- Assess challenges/risks of adopting the identified ITIL concepts/approaches.
- Use Critical Success Factors, Key Performance Indicators and metrics to measure.
- Agree on next steps, document the action item owners, and set timelines to keep the improvement momentum moving forward.

Duration and pricing

Duration is normally 2 days but is customizable.

Save by combining your workshops with training classes.

Contact your HPE Education Services representative or Authorized HPE Reseller for a quote.

For more information

For course details, visit us [online](#).

Or, connect with HPE Education Services:
hpe.com/americas/training/contactus