



# ITIL Awareness Session for Executives and IT Managers

## High level insight in IT Service Management, its benefits and related management issues

Quint Wellington Redwood – or ‘Quint’ – is a leading independent organization consultancy firm entirely dedicated to resolving IT-related organizational challenges. We provide our services all over the world, operating in more than 49 countries, spread across four continents. Quint focuses on strategy, sourcing and service management, creating and implementing best practices worldwide. Quint provides consultancy, measurement and education across the Business-IT management domains.

Quint's clients are leading organizations from all industries, that strongly depend on IT. They rely on Quint to make a difference in achieving integrated management of their business and IT domains, resulting in strategic advantage over their competitors. A strong commitment to results in the execution of our advice, is key to our “Dare to Challenge” identity.

### Service Management

Where it comes to Service Management one can choose from a wide range of methodologies, standards and models either commercial or non-proprietary. By remembering the following two facts, Service Management decisions can become quite easy; no other process-model is more capable of handling Service Management issues than ITIL® Best Practices and; no other consulting firm is more dedicated and experienced on the subject than Quint Wellington Redwood.

The value of ITIL Best Practices for IT organizations and their Customers has been proven again and again over the past decade. With the focus on Business / IT-alignment, long term cost reduction and continuous quality improvement, the business case for ITIL process implementation takes into consideration the establishment of a business-like relationship between the business and the IT-organization, improved customer satisfaction and the realization of these improvements with a realistic Return on

Investment. Quint's Implementation model (IPW, Implementation of Process-oriented Workflow) enables our customers to improve and recover their investment.

### Course Approach

Business simulations have become one of the tools to create a professional and effective high level learning environment for anybody wanting to see the key ITIL processes in action in a safe surrounding. This industry unique approach allows participants to understand, see and experiment with managing and sustaining a profitable business operation. During the event, the participants will gain both theoretical and practical knowledge of processes in an IT organization.

Everybody has a different way of absorbing new knowledge but learning by actually performing the actions we are required to fulfil is a very effective way to transition faster into a new or changing role.

Management simulations and role playing are accepted and very successful training methods that let you experience process related problems and solutions of an IT organization. Quint's management simulations have been specifically designed to answer the why, what and how questions many people ask when exposed to the ITIL guideline for the first time.

The simulation fosters active involvement and enhances the participant's appreciation of how IT Service Management can be applied for improved IT performance. During the simulation focus will shift from process design to operational management and back to process improvement again. In this cycle brief theoretical lectures are included. It also becomes clear that the ITIL principles alone are not enough to improve performance. Besides increasing awareness, the simulation also demonstrates the importance of communication and client focus throughout the entire organization.

### Objectives

Both through lecture and simulation the participants will experience how:

- The various ITIL processes can contribute to increase manageability of IT service organizations and infrastructures
- Identify bottlenecks in control of processes and how to initiate improvement actions
- Recognize and understand the key concepts of ITIL and relate them to the relevant control process
- Gain insight in interfaces and interdependencies between different processes
- Put ITIL theory into practice

### Duration

This business simulation takes up to 12 hours, depending on the composition of the participating group and the specific learning objectives. The whole event can be delivered in a single day.

### Target Audience

Potential participants are:

- IT Managers, IT staff and process owners
- Application Managers, Project Managers
- Business Managers involved in IT

### Prerequisites

No mandatory prerequisites, although experience in IT or related fields is recommended.

### Certification

No official certification is existent yet for this course.

### Next steps

ITIL Foundation in IT Service Management course offering official certification.

### Curriculum

- Key concepts of ITIL Service Management Best Practices
- Hands-on experience through a unique Business simulation, a true eye-opener!
- Overview of the goals and activities of the ITIL Service Management processes

### Why Quint Wellington Redwood?

- Quint is a global organization that has specialized in ITIL Education, Consulting and Measurement solutions for over 15 years.
- Quint teaches over 17,000 students per year.
- Quint trainers have proven to achieve the best exam pass rates, and Quint trainers have extensive practical experience on the topics they teach.

For further information, please see detailed info on [www.quintgroup.com](http://www.quintgroup.com)

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### Services from Quint Wellington Redwood

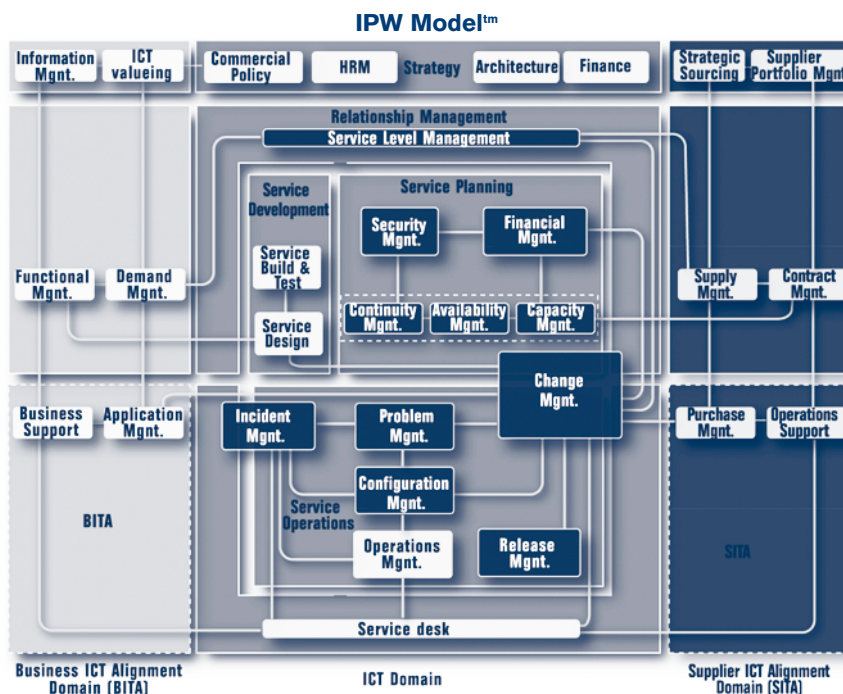
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Adding Business value through IT

Sourcing & Shared Services  
Independent sourcing implementation

Service Management & IT Organization  
Improving IT organizations

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Education  
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