

HDI curriculum addresses the needs of support professionals throughout their careers and the various maturity levels of their support operations. It presents the business processes and soft skills required to increase productivity, profitability, and improve customer satisfaction.

Course Overview

A must have course for anyone planning to adopt ITIL and for those wanting to improve an existing implementation. This high energy, hands-on course is filled with practical guidance, templates, quick wins, tips and tricks for successfully implementing ITIL best practice methodologies.

Learn how to re-engineer existing IT processes to align them with current and rapidly changing needs of the business, while increasing efficiency and reducing costs within the IT department.

What You Will Learn

- ▶ Methods to identify IT services
- ▶ The ITIL CMM assessment for maturity of IT processes
- ▶ How to develop project plans to align people, process, and technology
- ▶ Metrics that validate process improvement initiatives
- ▶ The roles and responsibilities of the program manager, process owner, process manager
- ▶ The importance of leadership support (and how to get it and keep it)

Course Prices

Classroom: Interactive one-day course among peers.

HDI Member Price: \$595 per person / Price: \$645 per person

Online, Virtual Classroom: Live, instructor-led training delivered over the Internet via two-hour sessions for three consecutive days.

HDI Member Price: \$545 per person / Price: \$595 per person

On-site: A one-day course conducted at your company's site.

Call 800.248.5667 for pricing.

Register

Call: 800.248.5667 Visit: www.ThinkHDI.com/pi



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