The Power of Metrics for Optimal ITSM Performance

All HDI Courses include a free subscription to the HDI Industry Insider

Course Overview

In everyday life, measurement is an essential component. How big? How far? How high? How heavy? What's the time? What's the cost? Quite simply, measurement is as old as time itself. So what is a good measurement and how can it impact performance when aiming to exceed targets?

ITSM focuses on defining and managing processes to optimize performance. ITSM metrics provide a vast amount of data in the form of measurements. That data must be translated into information that can be used to monitor and manage the business. Learning how to leverage this information produces knowledge used to produce service improvements and sustained performance. In this course, we will take an in-depth look at the ITIL® 2011 metrics for incident, problem, change, and service desk management.

This workshop is a fun, informative, and productive learning experience about metrics based on ITIL 2011. The workshop contains a series of breakout opportunities that allow for networking and collaborative learning. Course participants will receive and learn how to use a spreadsheet enabling them to report on metrics for the service desk.

What You Will Learn

▶ The roles of data, information, knowledge, and wisdom and the joint role they play in endorsing the power of metrics for optimal performance

▶ How the same metrics can be viewed from different angles using Maslow's Hierarchy of Human Needs

▶ How the metrics for incident, problem, change, and service desk management are addressed in the ITIL 2011 publications

▶ Ten metrics for service desk and the six survey techniques as they are presented in the ITIL 2011 publications

▶ How to use an Excel spreadsheet containing all of the critical success factors and KPIs that show whether yesterday was a good day or a bad day

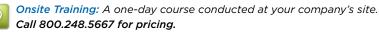▶ The Good Day, Bad Day concept that can be understood at all levels in an organization

Who Should Attend

— Prerequisites or prior knowledge of ITIL are not essential for this course
— All levels of support center professionals and ITSM staff, from analyst to manager/ director (no prior knowledge of ITIL is required for this course)
— ITSM implementers and trainers

Course Prices

Public Classroom Training: Interactive one-day course among peers.
Price: $695

Onsite Training: 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/PowerOfMetrics

Course Outline

The Power of Metrics for Optimal ITSM Performance

Unit 1: Review
- Roles of data, information, knowledge, and wisdom
- The role these play in endorsing the power of metrics for optimal performance

Unit 2: The Impact of Perspective on Metrics
- Different roles have different goals
- Hierarchy of metrics based on Maslow's Hierarchy of Human Needs

Unit 3: Critical Success Factors and Key Performance Indicators
- How proper use can be a powerful tool
- How improper use can lead you down the wrong road

Unit 4: ITIL 2011 Edition Changes

Unit 5: Metrics for Incident Management

Unit 6: Metrics for Problem Management

Unit 7: Metrics for Change Management

Unit 8: Survey Techniques

Unit 9: Good Day, Bad Day Model
- How to use an Excel spreadsheet to measure whether yesterday was a success
- Uses of the GDBD model for all levels of the organization

This course is delivered in partnership with FRY Consultants.

FRY-Consultants

121 South Tejon Street, Suite 1100
Colorado Springs, CO 80903
800.248.5667 | Fax: 719.268.0184
www.ThinkHDI.com

UBM