



ITIL[®] 4

Monitor, Support and Fulfil

– Det helt nye ITIL kursus for operationelle IT-medarbejdere

Indhold af webinar

Velkommen

Certificeringer

- Certification Scheme
- ITIL Practice Manager
- ITIL Master

Indholdet af MSF

- Strukturen af kurset/modulerne
- De 5 practices
- Hvordan passer de ind i dagligdagen

Hvorfor Monitor, Support and Fulfil?

For certifikatets skyld

- 5 ét-dages kurser på kun 3 dage
- Omfatter hele 5 certifikater
- Bidrager til Practice Manager
- Bidrager til ITIL Master
- Bidrager til et solidt CV



For indholdets skyld

- Bedre implementering/efterlevelse af ITIL
- Bedre resultater af arbejdet med ITIL
- Bedre samarbejde med partnere
- Bedre værktøjsunderstøttelse
- Bedre integration af ITIL practices



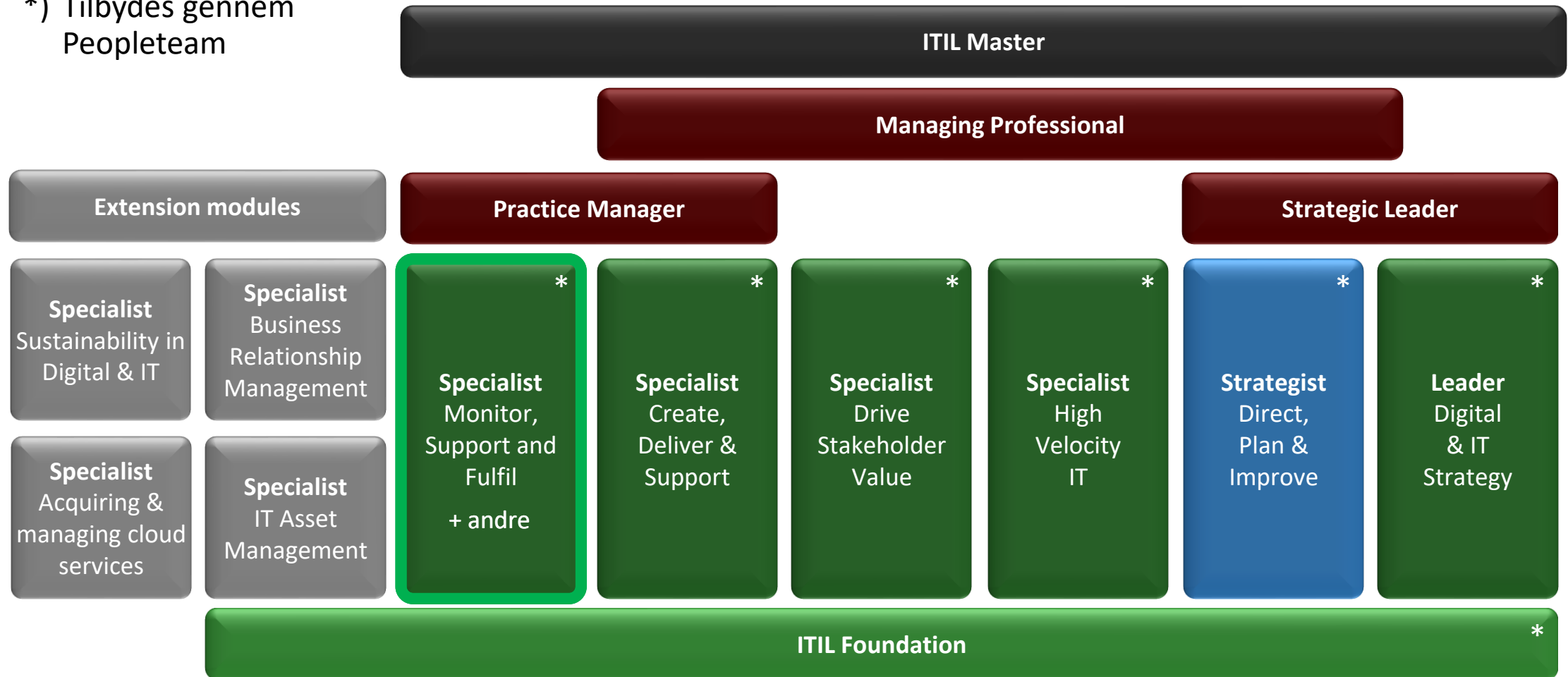


ITIL 4 Certification Scheme

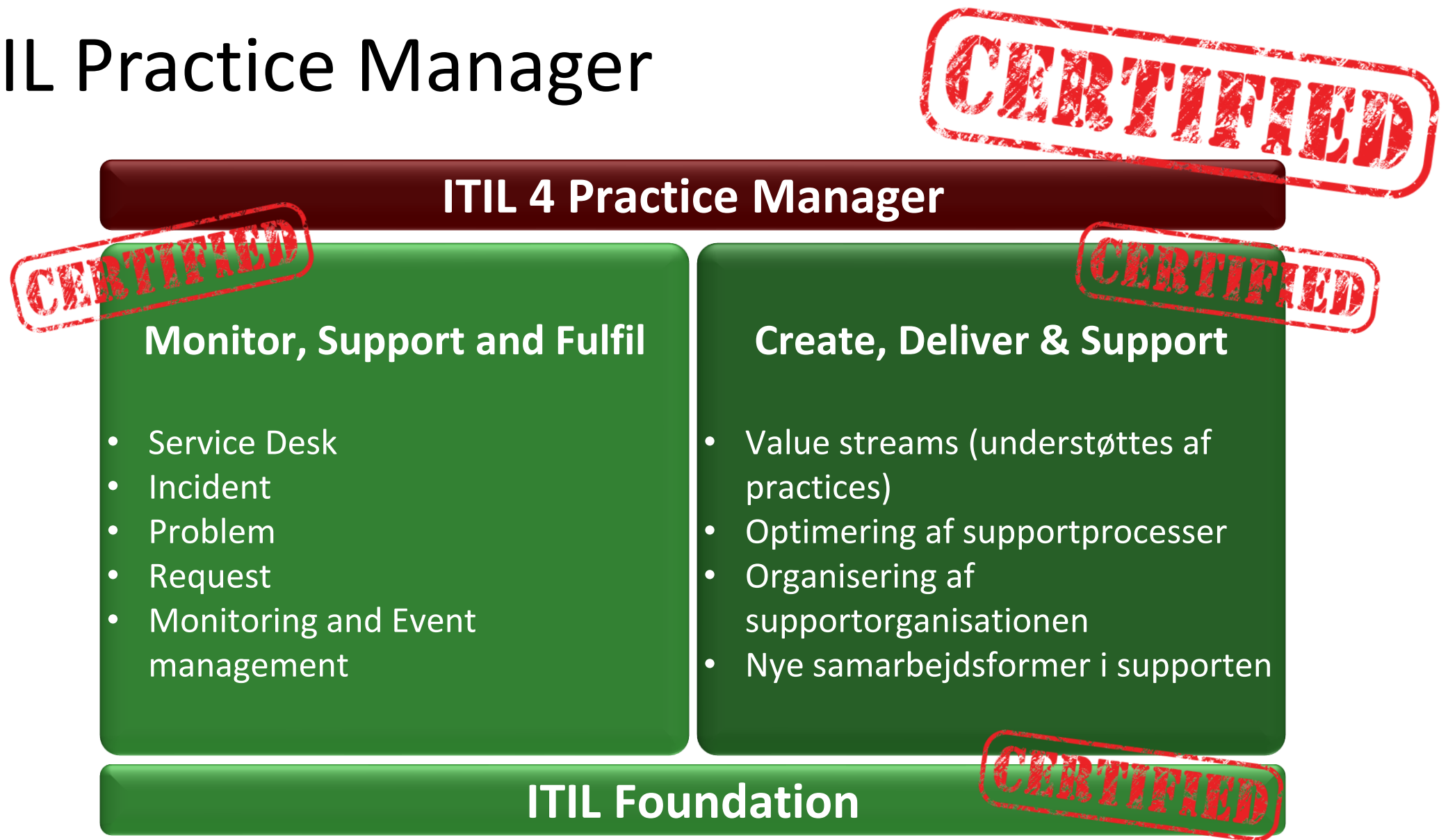
Som det ser ud i skrivende stund

ITIL® certification scheme – det store billede

*) Tilbydes gennem
Peopleteam

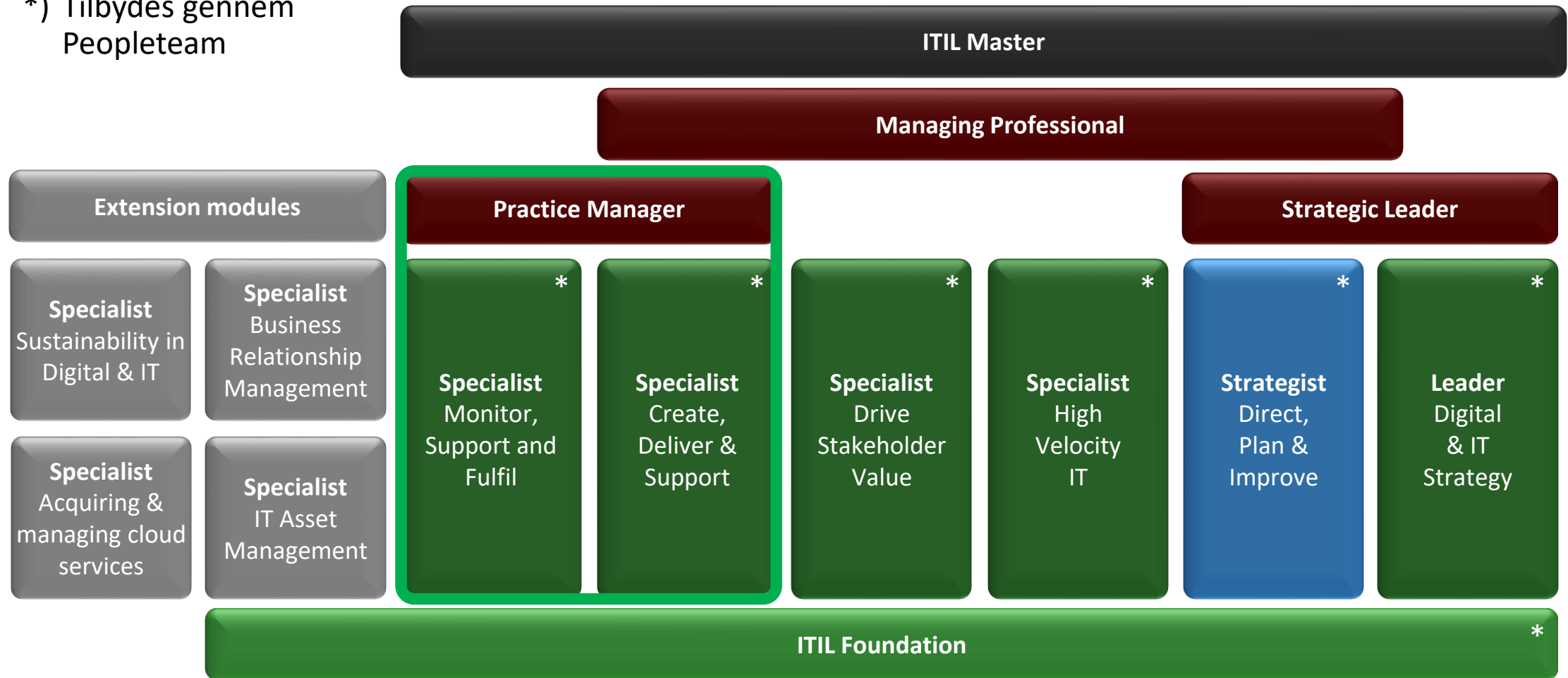


ITIL Practice Manager



ITIL® certification scheme – det store billede

*) Tilbydes gennem
Peopleteam





Indholdet af de 5 moduler i MSF

Udvalgt indhold af de 5 kurser

Incident management

- Team dynamics
- Quality of incident data
- Automation
- Continually improving incident management
- Incident handling and resolution
- Periodic incident review
- Incident manager and other roles in incident management

Service desk

- Communication channel challenges
- Omnichannel communications
- User query handling
- Communicating to users
- Service desk optimization
- Service desk manager/agent and their skills and responsibilities

Service request management

- Optimize request procedures
- Request catalogue
- Service request model
- Service request fulfilment control
- Service request review and optimization
- Human interaction compared to automation
- Efficient transfer of requests

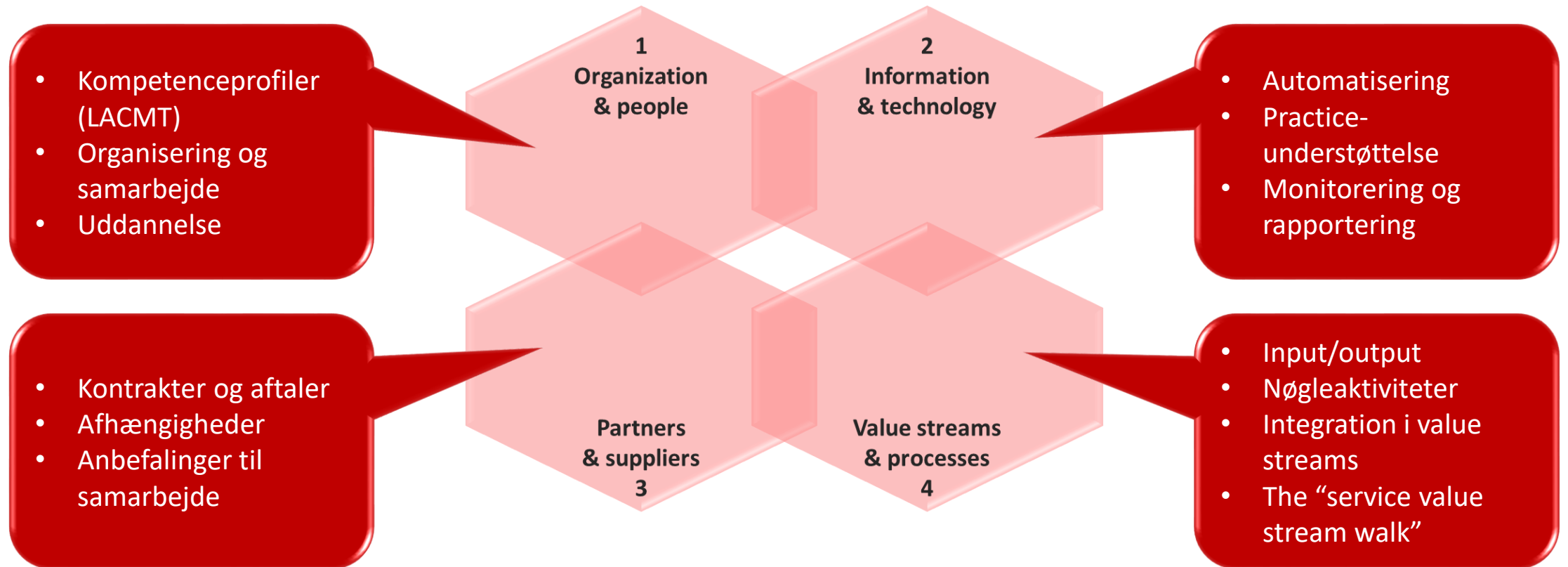
Monitoring and event management

- Types of monitoring
- Metrics/thresholds
- Alerts, informational, warning and exception events
- Monitoring systems
- Monitoring planning
- Event handling
- Responsibilities in monitoring and event management:
 - Monitoring planning
 - Event handling
 - Monitoring and event management review

Problem management

- Reactive and proactive problem identification
- Problem control
- Error control
- Task priority
- Approaches to problem mitigation
- Problem models
- Problem manager and problem coordinator and their skills and responsibilities

Vi kigger på alle 4 dimensioner



For alle 5 practices gennemgå

Incident
management

Service desk

Service request
management

Monitoring and event
management

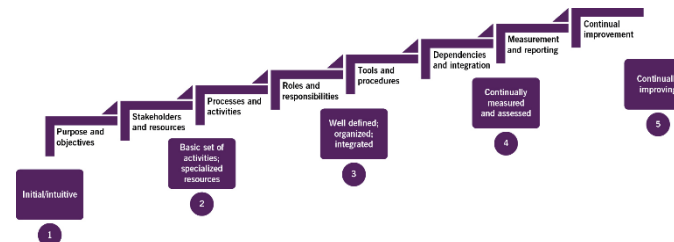
Problem
management

Nøglekoncepter	The ITIL capability model	Anbefalinger til practice success
- Formål - Practice success - Målepunkter - Dybdegående gennemgang af termer og begreber	- Udvikling af modenhed ... inden for de 5 maturity levels - Hvordan man kommer fra ét niveau til det næste ... inden for alle 4 dimensioner	Gennemgang af hvordan hvert af de 7 guiding principles bidrager til at practicen kommer til at fungere bedst muligt



Key metrics

PSF	Metric
Detecting incidents early	Time between incident occurrence and detection
Resolving incidents quickly and efficiently	Percentage of incidents detected via monitoring and event management
	Time between incident detection and acceptance for diagnosis
	Time of diagnosis
	Number of reassignments
	Percentage of waiting time in the overall incident handling time
	First-time resolution rate
	Meeting the agreed resolution time
	User satisfaction with incident handling and resolution
Continually improving incident management	Percentage of the incident resolved automatically
	Percentage of incident resolutions using previously identified and recorded solutions
	Percentage of incidents resolved using incident models
	Improvement of the key practice indicators over time
	Balance between the speed and effectiveness metrics for incident resolution



Hvad kan man så bruge MSF til?

Incident
management

Service desk

Service request
management

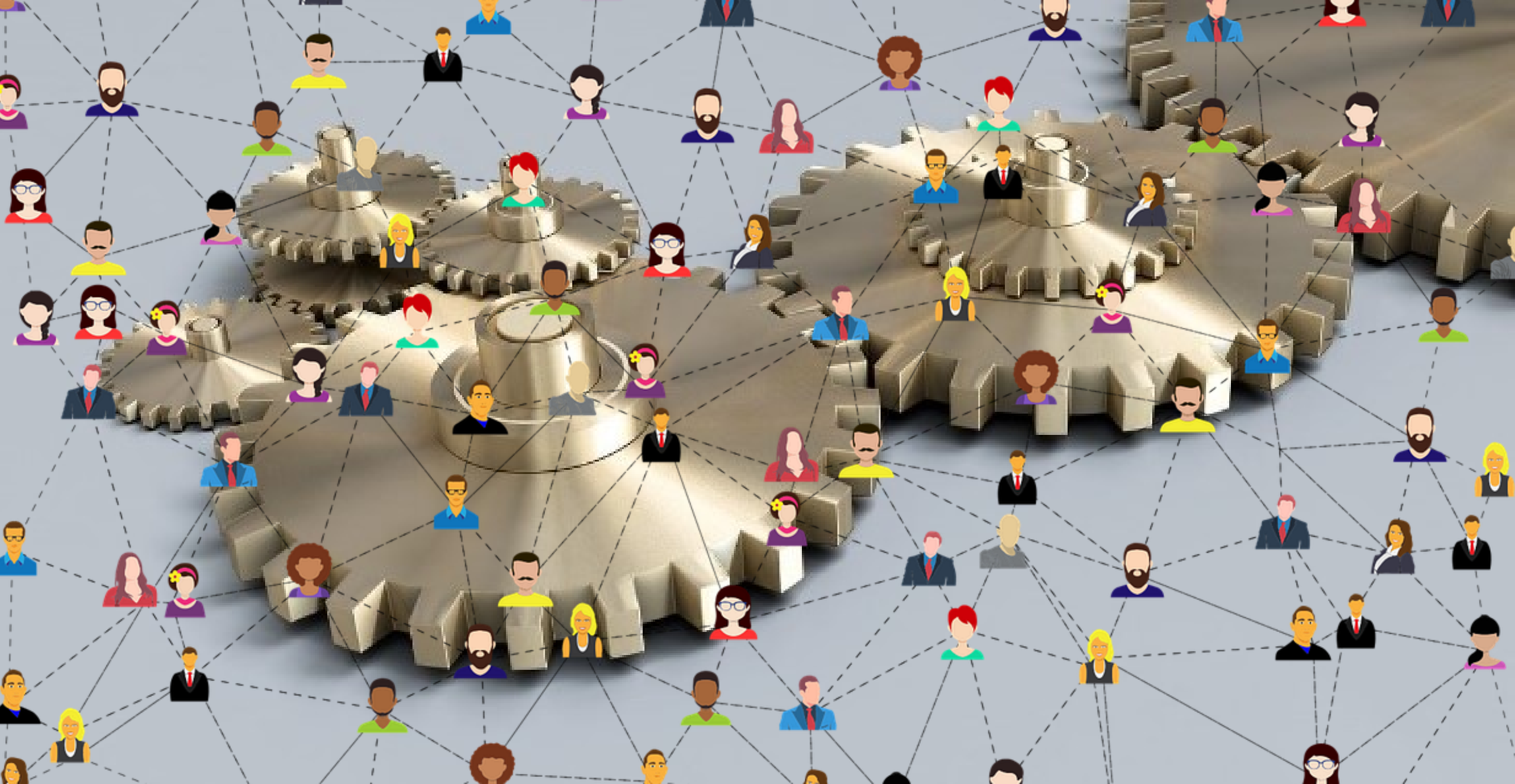
Monitoring and event
management

Problem
management

- Practice-ejer
- Proces-ejer/ansvarlig
- Ansvarlig for performance
- Ansvarlig for SLA eller andre mål
- Ansvarlig for forbedringer
- Udførende i en af de 5 practices

Uddrag af roller, der er nævnt i de 5 moduler

- | | | |
|-------------------------|--------------------|-------------------------|
| • Incident manager | • Service owner | • Operations manager |
| • Service desk manager | • Product owner | • Technology consultant |
| • Service desk agent | • Delivery manager | • Project manager |
| • Problem manager | • Account manager | • Super-user |
| • Request fulfiller | • Developer | • CI owner |
| • Technical specialist | • Designer | • Tester |
| • Support agent | • Architect | • Business analyst |
| • Monitoring specialist | | |





Monitor, Support and Fulfil er et hjørne
af ITIL Heaven, der pludselig er blevet
tydelig og veldefineret

Thank you!



Kontakt



Peopleteam

www.peopleteam.dk

info@peopleteam.dk

Sales: +45 42 75 44 14

Training and consulting: +45 93 98 98 83

Johnny Jensen

+45 93 98 98 83

johnny@peopleteam.dk

ITIL® 4, V3 og V2 accredited trainer

ITIL 4 Master, ITIL V3 Expert and ITIL V2 Manager with distinction

GamingWorks certified gameleader Apollo 13, MarsLander, CarGo, Grab@Pizza

Certified Kepner-Tregoe trainer, KCS, Customer Service Excellence etc.

Udvikler af Succesfuld Incident Management, Optimal Videndeling, Problemløsning i IT og en lang række andre kurser inden for IT Service Management og Support.

