

Course Description

The Process Assessment course is intended to provide people who are assessing one or more processes with the techniques required to conduct an ITSM process maturity assessment using the ITOptimizer methodology.

The course covers the initial preparatory work required to ensure that the stage is set correctly for success through the analysis of the results and creation of a roadmap through to reporting and presenting the results to management.

While this course assumes that you will be using the eAssessment component of ITOptimizer as an integral part of your project, and will makes reference to the tool capabilities, this course is NOT aimed at demonstrating the tool capabilities nor helping you develop skills in its use.

Objectives

- Understand ITOptimizer Assessment Methodology
 - The ITOptimizer Methodology
 - An Approach Towards Implementation
 - Assessment Scope
 - Value of an Assessment
- Assessment Approach
 - Create a Project Plan
 - Conduct Planning Session with Sponsor
 - Customize Materials
- Learn how to conduct the assessment
 - Conduct a Kickoff Meeting
 - Gather Background Data
 - Distribute Questionnaires
 - Conduct Interviews
 - Conduct Assessment Workshops
 - Analyze the Data
 - Validate the Findings
 - Develop a Roadmap
 - Prepare Reports and Management Presentation

Duration

This virtual, instructor-led Process Design course is conducted as 2 consecutive morning or afternoon sessions, each lasting 4 hours.

Target Audience

- Process Assessment Consultants who will be leading the assessment endeavors
- Process Owners and Champions

Number of Participants

A maximum of 25 people can attend this course.