

Educational Strategies For ITIL Programs

To train or not to train?This is a question many organizations face when implementing ITIL. And if you train...who do you train? What do you train them in? Do you certify as well? Does an employee need to be certified in a best practice in order to execute it efficiently?

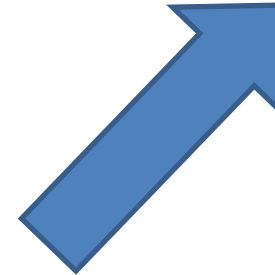
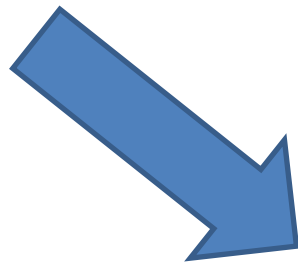
Key Learnings:

- Understand how to build an IT Best practice training when implementing ITIL
- What are the best methods of training
- What are the potential ROIs / cost justifications.
- Sample training plans



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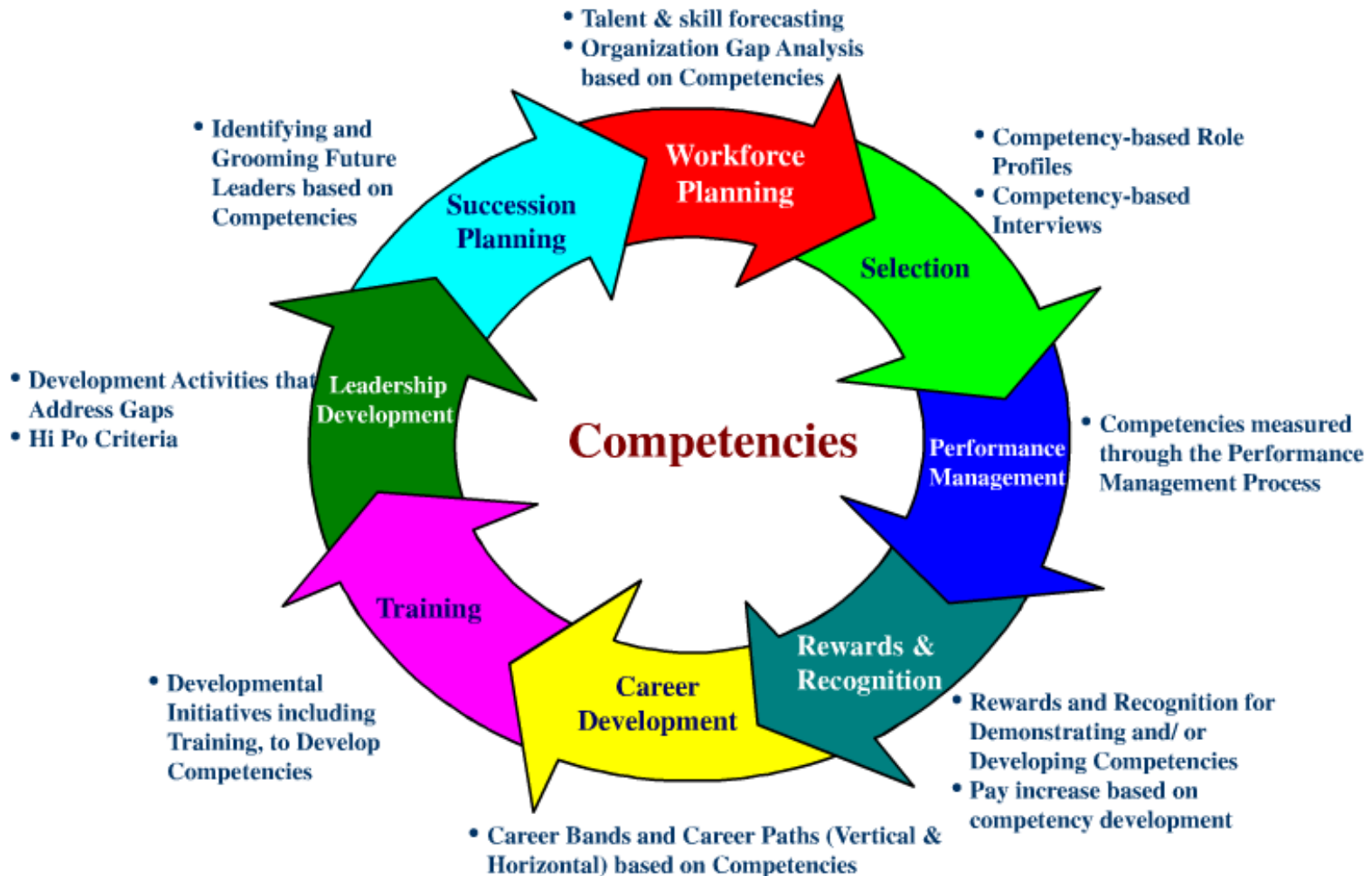
Competencies, Why Start Here?



Alignment With The Business



Where Do Competencies Fit?



Source: Hewitt Associates

What Is a Competency?

A collection of Knowledge, Skills and Attributes (KSA) that allow an individual to succeed in a defined role or function.

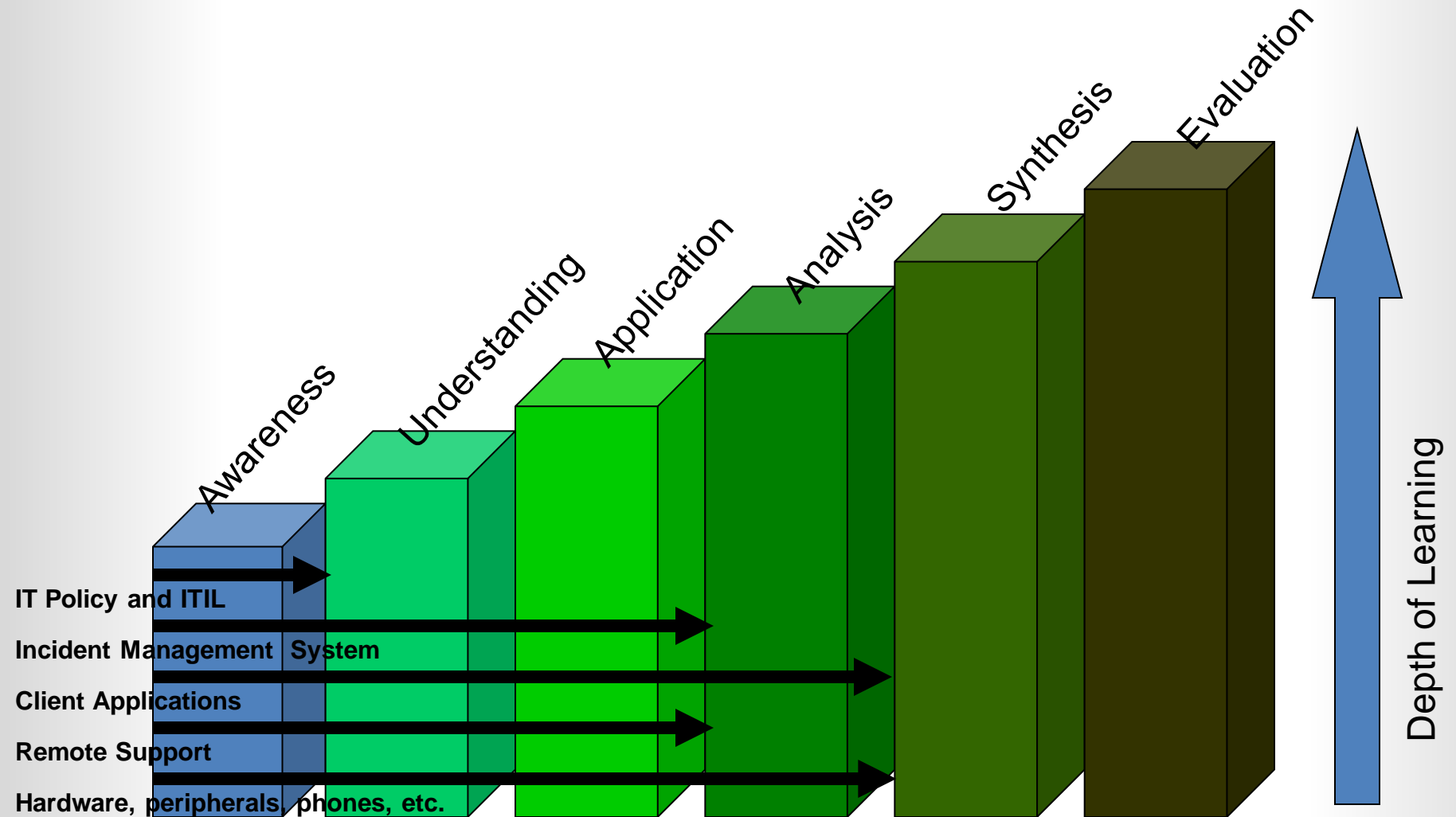
Generally defined as a behaviour, a competency is usually broken down into three areas:

1. Technical
2. Human
3. Conceptual

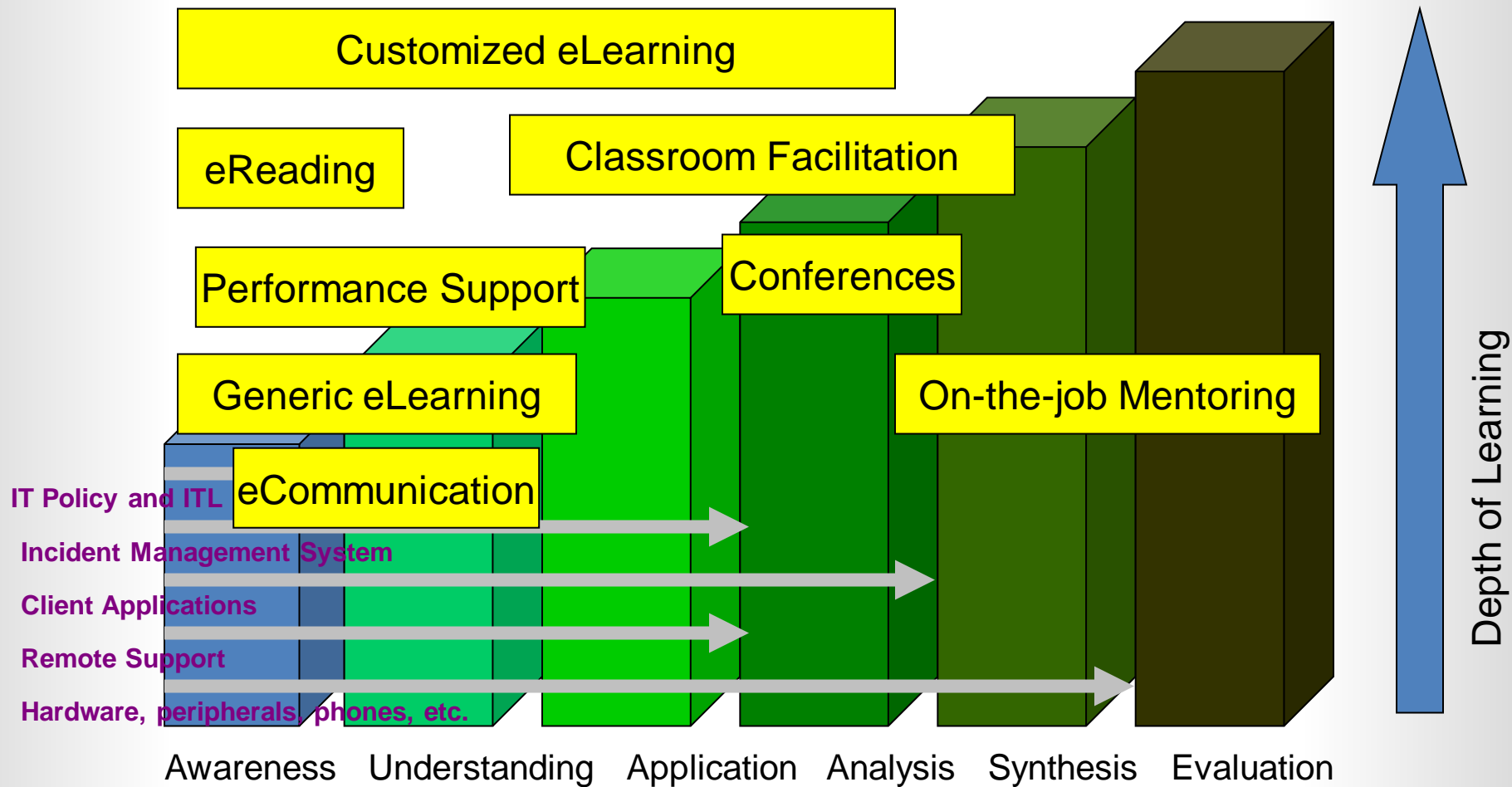
What Is a Competency?



Bloom's Taxonomy



Delivery Modalities



Case Studies



Case Study



CURRENT STATE

- 1,200 Person IT organization
- 30,000 employees global
- 1000 servers
- Legacy green screen ITSM system and processes
- HR / LMS system
- 200 to 300 ITIL certified professionals

DESIRED STATE – 24 month project

- 1,500 Person IT organization
- 35,000 employees global
- 1,200 servers – followed by server consolidation
- Integrated ITSM system and ITIL processes
- Problem, Incident, Change, Release, Configuration, Service Level
- All 1,500 employees competent to perform new processes in new system

Case Study



ITSM Vendor recommendation

- 1,000 People Foundation Certified
- 150 People Practitioner Certified
- Software / Process training 1.5 days per person classroom per process

Approximately \$1.2M

What do you think management said?

Case Study



Blended Learning Approach

Methodology

- Identified each Role by Process:
 - Owner
 - Manager
 - Lead
 - Executor
- Created matrix of knowledge and skills required by role and process
- Applied Blooms taxonomy to identify appropriate delivery modality for each.

Case Study



Blended Learning Approach

Knowledge

- 1,500 – ITIL Awareness eLearning
- 500 – ITIL Foundations eLearning (Bundle)
- 150 – ITIL Foundations Classroom
- 150 – ITIL Practitioner
- 1,500 – Custom Process Awareness – eLearning

Skills

- 2 hour workshops per person per process
- Job aid per process distributed at workshop
- Webinars for remote people

Approximately \$550,000

What do you think management said?

Case Study



Summary of Benefits

- Lower Cost
- Reduced project elapse time
- Reduced employee time / cost / frustration
- Sustainability
- New employees, post training support



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