

Does your team understand how their daily activities affect the rest of the IT organization?

What IT processes are missing or broken in your organization?

How effective an IT organization is the one in which you work?



IT Service Management

With a solid understanding of the processes that need to underpin an IT organization for maximum effectiveness, and how those processes interrelate, your IT professionals are better prepared to work together as individuals and on collaborative teams. This course will take the IT professional through the basics of IT organization structure, and begin to highlight areas where the IT organization in which they work fits the best practice and where it may deviate. This provides the individual with knowledge of how individual roles affect the larger organization and how they help and hinder the process with individual and team actions.

Upon completion of the course, students will be able to:

- **Understand the IT process framework, which integrates people, process and technology**
- **Understand where their current organization fits or does not fit the best practice “mold”**
- **How their role affects the organization and how processes affect their role**
- **How the organization’s culture plays into the effectiveness of process engineering in IT**

Designed for IT Managers, process owners, quality assurance resources, directors and consultants supporting process-driven management, this course provides the basis for better creating, implementing and managing the IT organization and its processes.



For more information, contact Veris Associates at www.verisassociates.com or call us at 888-45-VERIS (888-458-3747).