

Course Description

The Conducting a Process Assessment course is intended to provide people who are assessing one or more processes with the tools and techniques required to conduct an ITSM process maturity assessment utilizing the ITOptimizer eAssessment toolkit and the ITOptimizer Assessment 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.

Objectives

- Understand ITOptimizer Assessment Methodology
 - The ITOptimizer Methodology
 - An Approach Towards Implementation
 - Goals and Objectives
 - Assessment Scope
 - ITSM Processes
 - Value of an Assessment
 - Assessment Approach
- Understand Planning and Preparation for the Assessment
 - 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
- Understand how to use the ITOptimizer eAssessment tool

Duration

This course is conducted as two half-day sessions.

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.

Course Outline**Session 1:**

ITOptimizer Methodology, Approach towards implementation, Assessment scope, ITSM Processes, Value of an assessment, Planning and preparation, Kickoff Meeting, Gathering background data, Use of questionnaires, Conducting interviews

Session 2:

Conducting Assessment Workshops, Analyzing the data, Validating the Findings and Observations, Develop a roadmap, Reporting the analysis, Presenting to management, Using eAssessment in the ITOptimizer Tool, Course Evaluation