



ITSM Workshops

Need help Accelerating your ITSM Program?

CP has found that workshops are a cost-effective way to build consensus amongst stakeholders and a great way to develop a plan for moving your program forward. CP has focused workshops in the areas of:

- IT Service Management (ITSM)
- Business Service Management (BSM)
- Incident Management
- Configuration Management
- Problem Management

Pre-workshop Activities:

- Selection of attendees
- Data collection questionnaires to get a “lay of the land”
- Distribution of pre-reading materials
- Tailor workshop materials based on interviews and data collection

Two-day Onsite Workshop

The combination of pre and post workshop activities has proven to be the most successful approach as it is cost-effective and provides excellent knowledge transfer.



Typical Workshop Agenda:

- “Level set” participants on the goals, objectives, activities and scope of the process
- Provide education on terms and concepts of the process
- Identify and validate supporting tools if necessary
- Issues and challenges identified during the pre-work interviews will be tabled for discussion throughout the workshop
- Discuss strategies for the implementation
- The workshop will conclude with an exercise to prioritize the identified issues and challenges

Post-workshop Activities:

- A summary of key observations, issues and challenges identified during both the interviews and the workshop
- A prioritized list of implementation activities required for Configuration Management