

# ITIL - *the Basis of Decision*

- The key information your IT services management team needs to decide whether *or not* to move towards adoption of the Information Technology Infrastructure Library
- Delivered at your offices, in seminar form, in a single morning, with the afternoon free for more specific consultation
- By one of the world's leading IT services management experts.
- Objective - seminar mission is to inform only, not persuade or convince



**Seminar leader Noel Bruton**

## Session One - Introduction to ITIL

What it is and where it came from  
 Why it is apparently so popular  
 Benefits  
 Components  
 External influences - MOF and BS15000  
 Questions?

## Session Two - Solution or Suggestion?

The reality of ITIL  
 What's missing and why this is important  
 Deciding whether to adopt  
 Questions?

## Session Three - The ITIL Experience - was it worth it?

Output of the 2004 survey of real experiences with ITIL  
 Whether/how companies benefited  
 Why some rejected it  
 Tips, tricks and pitfalls  
 Questions?

## Session Four - The change it would make to the IT organisation

Structure and organisation  
 The process of process design  
 Making up for the gaps in ITIL  
 Questions?

"Should we go for ITIL or shouldn't we?" The question so many companies are asking. The issue is how to go about making that decision and knowing it's the right one. Here's how to get the 'thinking about it' part over and done with, so that your company confidently can either move into ITIL or move on.

This seminar does not sell you ITIL - it provides the objective understanding you need to enable you to make a balanced decision. In seminar format, so all your IT Services management team can attend, take part, discuss or just listen. The afternoon is free-format - use it to widen the discussions or for individuals to engage in breakout consultations on specific issues or details.

Noel Bruton is a leading consultant and trainer specialising in IT services. His books '**How to Manage the IT Helpdesk**' and '**Managing the IT Services Process**' are popular and highly regarded. His latest work is the influential survey and report '**ITIL - Has It Been Worth IT?**'

To find out more or to book your '**ITIL - the basis of decision**', at the all-in cost of £1500 (plus VAT in the UK), call +44 (0)1239 811646 or Email Noel Bruton at [basis@noelbruton.com](mailto:basis@noelbruton.com).