

Applying ITIL® Foundation Concepts Workshop

You get more from your ITIL® Foundation training and certification investment when you have practical ideas for getting started and going further with applying the specific concepts covered in the ITIL® Foundation course.

Key Benefits

Move from learning to applying to realizing benefits.

The ITIL® Foundation course syllabus specifically states that the learner cannot apply the concepts covered in the course without further guidance. This course provides that guidance and is unique in the industry as it is specifically references the Foundation course content, and covers how individuals, teams and the entire organization can apply it, topic-by-topic.

Engage the entire organization, teams and individuals.

ITIL® implementations really take off when there is individual and team engagement with the concepts and their application, and not just organizational-level efforts to implement. This course is also unique because it provides practical advice on getting started and going further with ITIL® Foundation concepts at the individual and team level, as well as at the level of the entire organization.

If you've been at it for a while, gain new energy for improvement with fresh perspectives and approaches.

Unlike other guidance that emphasizes traditional organizational-level process engineering approaches only or mostly, our approach focuses on a lightweight, agile approach more suitable to today's hybrid and cloud / mobile environments and the Agile, Lean and DevOps practices suited to them. We work with you to get your team to, "get it"—their shared outcomes—and "get on with it"—taking action to achieve and sustainably maintain those outcomes through focused, practical action.

Workshop Specifications

Duration: 1 or 2 day formats are offered.

Number of attendees: 12-16 attendees provides the optimal balance of interaction / learning and value; however, smaller and larger groups may be warranted where you want to, "get the whole system in the room".

Prerequisites: ITIL® Foundation training or equivalent.

Customer Challenges

Getting full value from training and certification.

The visual management tools we employ help make what is important, what state it is in, and what we need to do about it quickly clear, so that practical, effective action can be taken, and teams can get on the same page.

Engaging everyone in the organization, not just the project team, to apply the concepts for their own benefit.

Our workshop is designed to be specific—"you learned this concept in Foundation, here is how to apply it"—and emphasizes individuals and teams finding value in actions they can take implementing Foundation concepts.

Gaining and restoring momentum for improvement.

Whether you are just getting started or have been at it for a while, you need to establish momentum after training for applying the concepts learned to produce value and achieve outcomes. This workshop helps you do just that, by providing a fresh, practical approach to apply Foundation concepts.

Why Pultorak & Associates?

You can't get this workshop anywhere else; it's unique.

Through years of practical application, we've developed an agile set of approaches and collateral that are lightweight, easy to grasp and employ, and unique in the industry. We aim to empower and enable individuals and teams, in addition to seeking success for the overall organization.

We are independent experts who get you further, faster.

Our consultant trainers have "been there and done that", so they bring field-tested methods and collateral with them to the table to help you at critical inflection points. We want you to make the most of your investment and apply that intent to helping you decide what you and your team will do, and what we will do with and for you, within each sprint.

We can help you take it further with our agile ITSM consultancy services.

Our agile ITSM consultancy is a subscription-based and dashboard and sprint-driven approach to helping your team "get it"—the outcomes of service management—and "get on with it"—achieving and sustainably maintaining those outcomes through a sprint-driven continual learning-plan-do-check-act-communication cycle.



In it, we employ an ITIL "dashboard" as a centerpiece for working with your team to develop a shared understanding of the desired state outcomes for each process. We work with them to gain a shared understanding of the current state for each—specifically, is it grey or unknown or "does not exist", redo or broken, yellow or degraded, or green and good? We then work with you and your team to stack rank which areas are higher and lower priority for action. We then work with them to identify actions to take—some of which may be short and simple, "just go-and-do" tasks, and others may be larger improvement projects; these are the "product backlog" which is the input to sprint planning.

How to Get Started

Contact us at +12062791107 or info@pultorak.com. You'll be glad you did.