



# ITSM Workshops and Sprints

## ITSM Goodness in Action - FAST!

### DO YOU:

- **Need practical skills and tools to get moving with ITSM?**
- **Want to re-fresh an ITSM project?**
- **Need some guidance and support to help you move your project forward?**
- **Want 'light touch' help – quick, cost effective facilitation?**

**Then an ITSM Goodness Workshop and Sprint package is right for you!**





## What's involved?

Three elements, delivered in just a few days to gain momentum and build consensus across your organisation:

- **Discovery and Review** – this brings strategic background and planning to your project. It includes a route map, SWOT and Gap analysis, options and recommendations.

<b>ITSM / Service Desk Review</b>	SWOT, Gap analysis, recommendations, planning – quick tips on how to improve	1 – 2 days
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- **Group Workshops** – which bring together training, group development, planning and buy-in.

<b>Workshop</b>	<b>What's Involved</b>	<b>Days</b>
<b>ITSM Goodness Workshop</b>	Acclaimed industry overview of ITSM and how to do it practically. Follow the 7 Steps to achieve success. Can include ITSM simulation game.	1 – 2 days
<b>Service Catalog / Design Workshop</b>	Service Catalog and SLM guidance, education and workshop to define services.	1 day
<b>CSI Workshop – Metrics, Problem and Knowledge</b>	Develop metrics that matter, how to make Problem and Knowledge Management work.	1 day
<b>ITSM Product Selection Workshop</b>	Market overview, recommendations and guidance on specifying requirements and procurement, shortlist ideas, project guidance.	1 day

- **Sprint Activities** – which start to develop quick practical actions on your improvement plan. These are developed as part of the initial review and involve some external mentoring.

<b>ITSM Project Sprints</b>	CSI Register, templates, documents and guidance on developing activity. Mentoring and review of progress.	1 – 2 days per sprint
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## What does this give you?

These sessions help organisations move forward quickly without having to engage in long and costly consultancy programmes. Our philosophy is to provide a lot of high value feedback and guidance as quickly as possible and then let organisations get on with the job themselves.

### Key Benefits:

- Independent external view and quick clarity on issues and causes
- Experienced and practical solutions for action
- Facilitation and group development through experiential workshops
- Quick learning around key ITSM projects and process areas
- Industry aware input and solutions
- Practical solutions and tools for sprints
- Mentoring and support to help skills transfer and development

## How does this work?

We agree a package to suit your needs based on the basic components above, plus any further specific requirements.

This generally involves around 5 – 10 days' work – this can vary by organisation. We carry out the work quickly and achieve significant benefits and progress for your organisation in a very short time.

Naturally we can also provide individual components like workshops and short reviews as stand-alone services, but our principal goal is to deliver high value strategic results to you and this is best achieved through a complete short programme.

**"We are very happy. It was a very helpful session. We got a lot out of it and the documentation is exactly what I needed."**

Paul Malik - Technical Project Manager,  
Sheffield Hallam University

**"Fantastic presentation on service catalogues. We are now ready to progress to the next stage."**

Noel Andrews - Service Delivery  
Manager, Flybe

**"The ITSM Goodness workshop was great! I came away with ideas that I've shared with others in my organisation and am beginning to use."**

Babette Williams - Manager Operational  
Excellence Enablement, Air Products

**To find out more or order a workshop and sprint today contact:**

Barclay Rae – call +44 (0) 7885 629 308 or email [bjr@barclayrae.com](mailto:bjr@barclayrae.com)



# Barclay Rae

Barclay Rae is an experienced ITSM leader who has worked on approximately 500 ITSM projects over the last 25 years, and is well known as a speaker and commentator on all things ITSM.

Barclay delivers strategic consultancy and mentoring, as well as media analyst services to the ITSM industry. He created **ITSM Goodness** – a highly popular set of practical steps and guidelines for success.

Visit [www.itsmgoodness.com](http://www.itsmgoodness.com) for details and free access – join the Twitter conversation at #itsmgoodness and follow Barclay at @barclayrae.



Barclay also provides analyst services and media content to the ITSM Review – reviewing market products and vendors and is a regular speaker at conferences in the industry, in the UK and globally, including, SITS, SDI, itSMF, Pink Elephant, Fusion, UCISA, BCS and others. Details of forthcoming speaking engagements are his website homepage.

## The 7 Steps to ITSM Goodness



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