SETC Training Corporate Logo

Process Training: Design & Implement a Shared Services Model (SHAREDS, 4 jours)

Description

The course Design & Implement a Shared Services Model (Process Training) focuses on implementing an IT service management model based on a shared services approach. The training begins with enterprise architecture followed by an in-depth discussion of business case development, requirements management, process engineering, measurements & metrics, risk analysis and governance. The course concludes with a look at the cultural and organizational factors that either facilitate or impede organizational change. A complete discussion of related mitigation factors is also included.

Tarifs

- Tarification: $3,750/person
- Rabais de 10% lorsque vous inscrivez 3 personnes.

Plan de cours

Basics of a Shared Services Model

- The Shared Services Vision
- The Three Pillars of the Current Shared Services Stratgy
- Defining Basic Concepts: Services, Processes, Service Providers, etc...
- Understanding the Importance of Value, Perception, Utility and Warranty
- Understanding the Business Case
- Understanding the Strategic Objectives and the Target Architecture
- Understanding the Types of Service Providers
- The Definition of a Shared Services Model
- Identifying Good Candidates for Transition to Shared Services
- Common Structures for a Shared Services Implementation
- Customer Decisions on Service Provider Types
- Lab : Designing a Shared Services Model from a Departmental Perspective

Designing for Shared Services – A Departmental View

- About the Service Portfolio
- Components of the Service Portfolio: Catalogue, Pipeline and Retired Services
- Designing the Service Portfolio
- Delineating Service Responsibilities – Shared Services and Departmental Services
- About Service Portfolio Management
- About Service Catalogue Management
- The Service Portfolio, Shared Services and Management
- Lab: Designing a Real World Service Portfolio

Defining Services

- Process Overview
- Define the Market and Identify Customers
- Understand the Customer
- Quantity the Outcomes
- Classify and Visualize the Service
- Understand the Opportunities
- Define Services based on Outcomes
- About Service Models

Defining Service Packages
Common Pitfalls
Lab: Defining Departmental Services in a Shared Services Model

The Art and Science of Risk

Essential Definitions: Risks, Risk Types and Mitigation
Identifying Risks and Exposure
Performing Risk Assessment and Prioritization
Concrete Techniques for Risk Assessment: SPOF, FTA and others
Essential Concepts in IT Service Continuity Planning in a Shared Services Environment
Creating an IT Service Continuity Plan for your Department
The Art: Where the Science doesn't Help
Lab: Creating an Availability and IT Service Continuity Plan

The Art and Science of Requirements

The Role of Requirements
What is a Good Requirement? What is a Bad Requirement?
About Requirement Types
What is the Role and Importance of Requirements in a Shared Services Implementation
Techniques for Eliciting, Identifying and Documenting Requirements
Requirements and the Transition of Services
Requirements and the Transition of Assets
About the Acceptance Criteria and Transition
About Functional Requirements and Shared Services
About Non-Functional Requirements and Shared Services
About Security and Shared Services
The Art: Where the Science doesn't Help
Lab: Evolving Requirements in a Shared Services Context

Designing the Solution, the Architecture and the Support Systems

Designing Service Solutions in a Shared Services Context
Designing Management Information Systems and Tools in a Shared Services Context
Designing Technology Architectures and Management Architectures
About the Lifecycle Plan and the Supporting Systems
LAB: Beginning the Design

The Art and Science of Processes

What is a Process and what is not
The Difference between Process Engineering and Process Reengineering
Documenting Basic Processes
Describing Basic Processes Visually with BPMN
Advanced Documentation Strategies
Describing Process Interactions and Relationships Visually with BPMN
Designing a Process in the Real World
Designing a Process in the Shared Services World
Practical Techniques for Deigning Processes in a Shared Services Context
The Art: Where the Science doesn't Help
LAB: Designing Processes in a Shared Services Context

The Art and Science of Measurements and Metrics

Understanding CSFs, PIs, KRIs and KPIs
The Fundamentals: Critical Success Factors and Key Performance Indicators
Why KPIs are a Rare Species not to be confused with Performance Indicators
Creating Real KPIs that Lead to Real Improvement
Designing the Measurement System in a Shared Services Environment

The Art: Where the Science doesn't Help
LAB: Creating KPIs for Identified CSFs

The Art and Science of Transitioning Shared Services

Overview of Transition Processes
About Changes, Releases and Deployments
The Importance of Change Management
Investigating Basic Change Management and Critical Success Factors
Designing Change Management in a Shared Services Context
The Importance of Release and Deployment Management
Investigating Basic Release and Deployment Management and Critical Success Factors
Designing Release and Deployment Management in a Shared Services Context
The Art: Where the Science doesn't Help
LAB: Creating KPIs for Identified CSFs

The Art and Science of Operating Shared Services

Overview of Operational Processes
About Incidents, Problems and Events
The Importance of Event Management
Investigating Basic Incident Management and Critical Success Factors
Designing Incident Management in a Shared Services Context
The Importance of Problem Management
Investigating Basic Problem Management and Critical Success Factors
Designing Problem Management in a Shared Services Context
The Art: Where the Science doesn't Help
LAB: Creating KPIs for Identified CSFs

The Culture of Change

Creating an Effective Communication Plan
Creating an Effective Transition Plan
Overcoming Major Barriers
LAB: Culture Wars: A simulation of different points of view

A Shared Services Simulation

Designing the Simulation Scenario
Identifying Acceptance Criteria
Running the Simulation
Assessing Results

Round Table Discussion

Addressing the Primary Obstacles to an Effective Departmental Transition to the Shared Services Model