

Financial Management for IT Services Course Outline

- Do your customers worry about perceived unfair IT cost allocations?
- Are you expected to trim your IT budget despite an increased workload?
- Are you finding it hard to meet client demand with your given budget?

If you are an IT Manager or Thought Leader this course explores how you can set an approach that fundamentally changes the nature of the relationship between IT Services and its line of business customers.

Course Description

This course builds on methods used for greater maturity in:

- IT Service Management (ITSM) best practice
- Financial Management as described by ITIL®
- IT charge, value definition, and cost allocation principles
- Total Cost of Ownership (TCO) and Activity Based Costing (ABC) disciplines

This enables IT Managers and Thought Leaders to achieve greater maturity in Financial Management, Business Relationship Management, Service Catalog Management, Service Level Management, and Demand Management as integral parts of the overall focus to meet line of business customer expectations at budgeted cost.

The course is assignment based, with a strong emphasis on practical coursework, working as individuals and in teams.

Key Take-Aways

- How to develop an effective IT Financial Management for IT Service program with appropriate “Business Services” for customer transparency and “Technical Services” for use by the IT team to deliver against customer expectations.
- How better business planning through the use of Financial Management for IT Service can transform the customer expectations and relationship.
- How to leverage a Full-Cost Model to understand the current IT strategy, budgets, and cost alignment and allocation measurements.
- How ITSM technologies like KEDARIT’s Cost Optimization Service (COp-S™) tools help to automate and enable these key business and IT strategies.

Pre-requisites

The course is suitable for individuals who require a deep understanding of IT Financial and IT Service Management practices and how they are used to enhance the delivery of IT services that meet customer expectations. Before taking the course it is recommended, though not required, that candidates have IT and related work experience of at least four years.

Topics Covered

- Financial Management for IT Service as a practice.
- Processes across the Financial Management Lifecycle.
- IT Service Management documentation and prospective in business terms.
- Cost alignment and allocation of customers, business and technical viewpoints.
- Service Level Management that sets up Service Level Agreement (SLA) structures and ensures that all SLAs have underpinning support.
- Demand Management which identifies patterns that enable an optimized IT strategy to be implemented.
- Financial Management that ensures the understanding of service value and all financial considerations.
- Business and Technical Service Owners who have the responsibility to represent customers and ensure IT service meets expectations at a predetermined cost.
- Development of a Catalog of IT Services and Full-Cost Model.

Provided Materials

- Access to the COp-S™ web-based system during the engagement
- Workbook with slides and additional reference materials (130-pages)
- A copy of the “ITSM Library IT Financial Management” book (230-pages) ISBN 978-90-8753-501-8

Course Logistics

- 6 – 16 participants
- Conference room with projector, white board, flip chart
- 9am – 5pm with 1 hour lunch break.