Lisa Schwartz:

CoFounder: ITSM Academy, XLACollab, DevOps Institute

@ITSM_Lisa

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YOU'VE SPENT THE MONEY, PLEASE MAKE THE MOST OF IT!
Tips & Tricks to ensure maximum value from your training dollars

You've Spent the $$ - now make the most of it!!!

- Why do companies train their employees?
- What we have here is…
- Surprise Guest!! Talking about the most successful training program I have ever seen
- _____ rove the ROX – Return on Experience

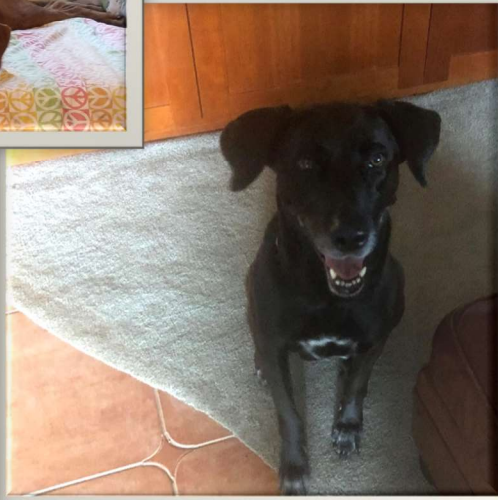_I AM irked, bothered, miffed, and upset and I'm not going to take it any longer!_

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It's Game Time!

Survey says...

"Only 40 percent of companies say that their learning strategy is aligned with business goals.

For 60 percent, then, learning has no explicit connection to the company's strategic objectives."

McKinsey & Company, Brandon Hall Group study on the business impact of learning strategy.

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We have a Surprise Guest!

The program manager of the most robust,
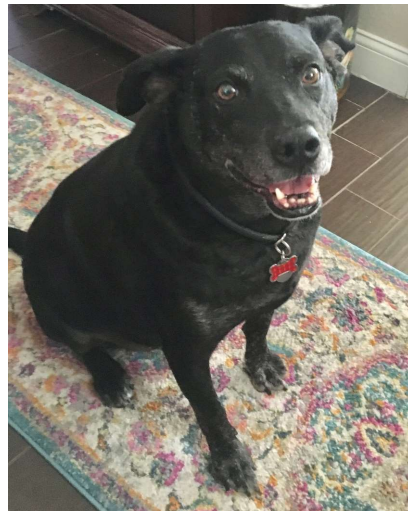effective training program
ITSM Academy has ever had the
pleasure of working with!....
Sharon Beebe

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Sharon@home
- Michigan born, now Texas based
- Rescue dog aficionado

Sharon@work
- Over 30 years in IT – starting in Ops and App Dev
- Service Management focus since 2003
- Passionate about OCM
- Multiply certified: ISO/IEC20K, ITIL x4, MOF, Six Sigma
- MBA

ITSM – Financial Services industry (mid-2000's, TX)

$30M Program: Process (ITILv2), Enabling Technologies, People

Service Support: Incident/Service Desk, Problem, Change, Config, Release
Service Delivery: SLM (included Svc. Catalog), IT Financial, Availability, Capacity, IT Continuity

OCM:
- **Extended Team Member Involvement**: Process Owners, Process Engineers, Process Improvement Teams (PITs)
- **Training & Site Readiness**: ITIL v2 Foundation: ~450 (+400 v3); Practitioners: 20; Process/Tool training: 2500
- **Branding & Communications**: "Seek the Peak" tagline and promotional tie-in
- **Organizational Alignment**: Ops and Apps
- **Leadership Alignment**: Visible Sponsorship: "Walk the Talk, Talk the Walk"
- **Value Realization**: ROI on Projects (improved controls; availability/reliability; standardized policy, process, procedure; improved CSAT & CX; common language for all of IT; clear R&R)
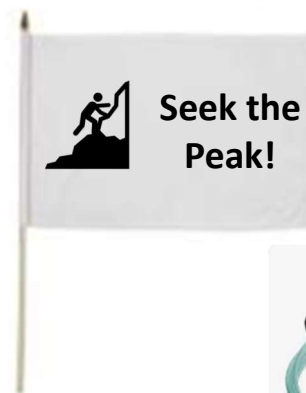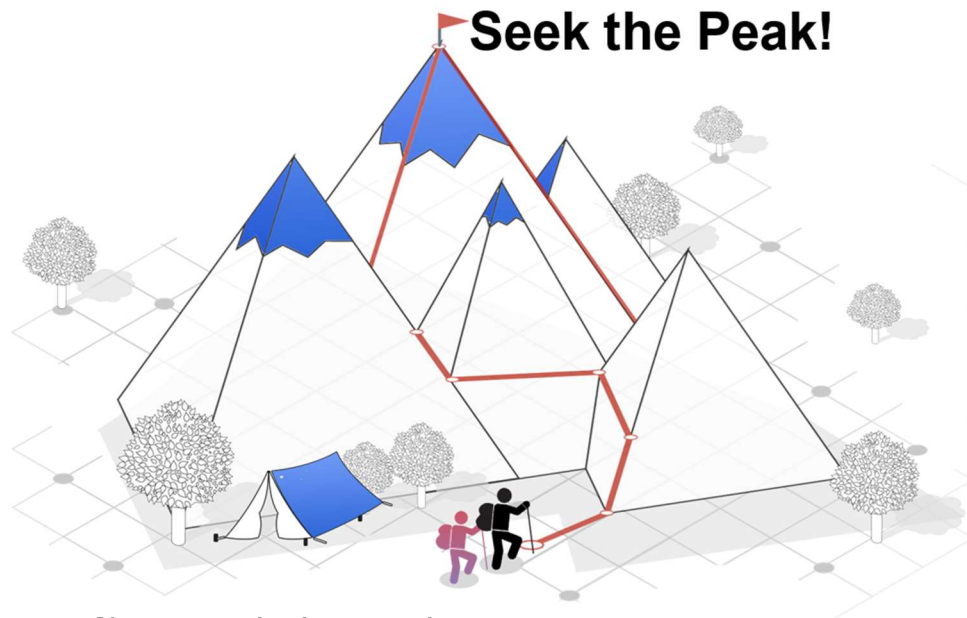
Seek the Peak!

Tagline: Seek the Peak!
Iconography: Mountain/climbers/compass
Premium item tie-in: Carabiners, disposable oxygen masks, hiking sticks, portabl compasses, sherpa hats

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If it's a top-down problem, what can I do?

- Ask for the strategic goals the stakeholder(s) are looking to accomplish - "How do you define success"
- Work with training organization to discuss the goals and look for recommendations of what training best supports them
  - Here at the Academy, our SMEs use a good old fashion RACI chart
- Schedule a pre-class call with the instructor – often this offer is declined
- Have a visual/roadmap for the start of class, get the highest-level executive you can to launch the class – IT MAKES SUCH A DIFFERENCE!
- Have - and communicate - a plan for post-class activities
- Work with internal L&D to learn any standards they use to determine ROI/ROX (Return on Investment / Experience)

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What is expected from you?

You can make an important contribution to your organization by enthusiastically using what you have learned in class to lead process implementation and improvement activities. In other words, by being a change champion.

Change champions are people who embrace change and make a real difference in implementation and improvement initiatives, even if only three feet from their own desk.

To be a change champion:

- Demonstrate a willingness to embrace new ideas and new ways of working - such as those you are learning in this class
- Acknowledge that there is always room for improvement
- View process-related problems as opportunities and work as a team player to create solutions
- Continually expand your understanding of best practices and serve as a subject matter expert
- Become knowledgeable about new processes and strive to understand the benefits
- Give constructive feedback on new processes and the associated procedures
- Communicate process goals and influence the way changes are perceived
- See learning opportunities where others see failures
- Honor the past; look to the future

Change cannot occur without Change Champions!

Please participate in our communities

www.itsmacademy.com
see Resource Center & Events for webinars, blogs, etc.

www.itsmprofessor.net

Linkedin: ITSM Academy Alumni

Twitter: @ITSMAcademy

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My Post Class Action Plan

Congratulations!

With this class, you've expanded your understanding practices. You've also increased your ability to contri benefits to your organization and realize personal benefi

- Reduced fire fighting
- Reduced wasted effort and unplanned work
- More time for interesting and challenging work
- Increased efficiency and effectiveness
- Increased ability to contribute to process and contin improvement
- Expanded education and career development opp
- Improved working relationships
- The sense of satisfaction that comes when you acqu knowledge and master new skills

Why are you in this class? Are you studying to increase of best practices? Improve your performance at work responsibilities? Demonstrate your leadership p

Whatever your goal, make the most of this exp

Take Action!

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Personal Action Plan

Ideas that I can apply from class:

Short Term	Priority	Longer Term	Priority

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One action I will take within 48 business hours:

_____

_____

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Questions for Sharon or Lisa?

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custom training plans

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